Human Services

Annual Report
2015-16

Alberta

Note to Readers:

Copies of the annual report are available on the Human Services website:

www.humanservices.alberta.ca

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Human Services

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Human Services

Annual Report

2015-16

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Fiscal Planning and Transparency Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 20 ministries.

The annual report of the Government of Alberta contains ministers' accountability statements, the consolidated financial statements of the province and *Measuring Up* report, which compares actual performance results to desired results set out in the government's strategic plan.

This annual report of the Ministry of Human Services contains the Minister's accountability statement, the audited financial statements of the ministry and a comparison of actual performance results to desired results set out in the ministry business plan. This ministry annual report also includes:

- **the financial statements of the Office of Public Guardian and Trustee, Estates and Trusts for which the Minister is responsible; and**
- **other financial information as required by the *Financial Administration Act* and *Fiscal Planning and Transparency Act*, either as separate reports or as a part of the financial statements, to the extent that the ministry has anything to report.**

Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2016, was prepared under my direction in accordance with the *Fiscal Planning and Transparency Act* and the government's accounting policies. All of the government's policy decisions as at June 3, 2016 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

[Original signed by Irfan Sabir]

Honourable Irfan Sabir
Minister of Human Services

June 3, 2016

Message from the Minister

Message from the Minister

The 2015-16 fiscal year was certainly economically challenging for Alberta. But in spite of falling oil prices and a significant loss of revenue, our new government committed to ensuring services supporting families were protected and that every tax dollar was spent wisely. I am proud to say that Human Services rose to the challenge.

The ministry focused on three main outcomes:

- Strengthening prevention and focusing on the root causes of social and economic challenges.
- Ensuring services are coordinated, seamless and tailored to individuals.
- Increasing collaboration between government, communities and our Indigenous partners.

Our government is committed to achieving better social outcomes for Albertans by ensuring service delivery is integrated, transparent, person-centred and collaborative. The ministry is focused on assuring quality of services and improving how Albertans access and navigate services.

Government's commitment to better social outcomes for Albertans was reinforced by the announcement of the Alberta Child Benefit. This benefit provides real support to lower-income families. Once it is fully implemented, 235,000 children in 130,000 lower-income families will receive a total of $195 million in annual benefits.

Family and community safety is a critical component of ensuring better social outcomes for Albertans. Approximately $20 million in provincial Family and Community Safety Program grants funded 105 community projects to prevent family and sexual violence and child sexual abuse. An additional $15 million in new funding was allocated to enhance supports for women and children affected by family violence. This new funding helps ensure they are safe and get the support they need to maintain their independence free of violence.

We continue to address root causes of homelessness and related issues of many of Alberta's social challenges. Through our Housing First approach, along with wraparound supports to meet the unique needs of people with low-incomes, Alberta continues to support those currently experiencing or at risk of homelessness.

Since April 2012, there has been a 20.1 per cent reduction in the number of children in care, including a 19 per cent reduction in the number of Indigenous children in care and a 22 per cent reduction for non-Indigenous children. Child intervention caseloads continue to decline, partly as a result of practice

initiatives such as Signs of Safety and multiple levels of consultation with family and involved stakeholders regarding safety, harm and danger.

We will ensure that our social programs are effective and properly address stakeholder issues and concerns. Community involvement and stakeholder consultations related to the Persons with Developmental Disabilities (PDD) Safety Standards are ongoing with a view to find solutions that respect the personal choices, privacy, priorities and needs of those with developmental disabilities without compromising their safety.

Human Services is responsible for ensuring our most vulnerable Albertans are supported, protected and able to live fulfilling and meaningful lives. To that end, my colleagues, department staff, community partners and stakeholders will continue to work together to build a safer, stronger and more compassionate Alberta.

[Original signed by Irfan Sabir]

Honourable Minister Irfan Sabir
Minister of Human Services
June 3, 2016

Management's Responsibility for Reporting

As of the fiscal year ending March 31, 2016, the Ministry of Human Services included:

- The Department of Human Services
- Alberta Interagency Council on Homelessness
- Youth Secretariat
- Premier's Council on Alberta's Promise
- Social Care Facilities Review Committee
- Premier's Council on the Status of Persons with Disabilities
- Family Violence Death Review Committee
- Child and Family Services Council for Quality Assurance

The executives of the individual entities within the ministry have the primary responsibility and accountability for the respective entities. Collectively, the executives ensure the ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and strategic plan, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the financial statements and performance results for the ministry rests with the Minister of Human Services. Under the direction of the Minister, I oversee the preparation of the ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with Canadian public sector accounting standards. The performance measures are prepared in accordance with the following criteria:

- Reliability – information used in applying performance measure methodologies agrees with the underlying source data for the current and prior years' results.
- Understandability – the performance measure methodologies and results are presented clearly.
- Comparability – the methodologies for performance measure preparation are applied consistently for the current and prior years' results.
- Completeness – goals, performance measures and related targets match those included in the ministry's Budget 2015.

As Deputy Minister, in addition to program responsibilities, I am responsible for the ministry's financial administration and reporting functions. The ministry maintains systems of financial management and internal control which give consideration to costs, benefits and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations and properly recorded so as to maintain accountability of public money;
- provide information to manage and report on performance;
- safeguard the assets and properties of the province under ministry administration;

- provide Executive Council, the President of Treasury Board and Minister of Finance, and the Minister of Human Services the information needed to fulfill their responsibilities; and
- facilitate preparation of ministry business plans and annual reports required under the *Fiscal Planning and Transparency Act*.

In fulfilling my responsibilities for the ministry, I have relied, as necessary, on the executives of the individual entities within the ministry.

[Original signed by David Morhart]

David Morhart
Deputy Minister of Human Services
June 3, 2016

Results Analysis

Ministry Overview

The Department

The Department of Human Services currently consists of the areas described below.

Deputy Minister's Office

Along with providing advice and support to the Minister, the Deputy Minister's office provides the link between the Minister's office and the department. This ensures the work of the department meets the goals and objectives outlined in the business plan and the priorities provided to the Minister by the Premier. The Deputy Minister also supports the Deputy Minister of Executive Council by contributing to policy development, planning and implementation of cross-ministry initiatives, and advocating new approaches and forward-looking views toward the achievement of government-wide goals.

On February 8, 2016, Human Services announced a new organizational structure. The new structure supports a fully integrated service delivery model that puts Albertans at the centre of decision making. The new organization is as follows:

Child and Youth Services

The Child and Youth Services Division works in partnership with stakeholders and community-based agencies to lead and support programs and services for vulnerable children, youth and families.

Key responsibilities include:

- supporting the delivery of a continuum of services mandated by the *Child, Youth and Family Enhancement Act*; the *Child Care Licensing Act*; the *Drug Endangered Children Act*; and the *Protection of Sexually Exploited Children Act*; that range from universal prevention programs to crisis intervention programs;
- leading the development of an early childhood development strategy to improve measures of child and infant health and development by age five;
- supporting prevention, early intervention and parenting programs including 55 Parent Link Centres;
- providing support and recognition for youth through the Alberta Mentoring Partnership and the Great Kids Awards;
- partnering with Health and Alberta Health Services to improve addictions and mental health supports for all Albertans, paying specific attention to children and youth;
- delivering certification services for staff working in licensed and approved child care programs and managing the provincial accreditation funding program;
- providing support to youth who are currently or have been in government care to help with further training or educational programs through the Advancing Futures Bursary program; and
- enhancing outcomes for children, youth and families that come into contact with child intervention through evidence-based practice and leading collaborative service delivery with agencies and partners, developing and maintaining relationships with the Delegated First Nation Agencies and Indigenous and Northern Affairs Canada to support on-reserve child intervention service delivery.

Communications

Communications provides planning, advice and support to the Minister and the department by providing clear and timely information to the public about the ministry's key initiatives, programs and services. Communications is also responsible for providing advice on issues management, media relations, specialized writing, social media, website content and product design.

Community Services and Supports

The Community Services and Supports Division provides leadership that supports the delivery of preventive and partnership-based programs that focus on family and sexual violence prevention, promoting healthy relationships, increasing protective factors for children, family and community safety, homelessness, preventive social services, and providing decision-making support for personal and financial matters through guardian and trusteeship. It partners with communities and agencies to empower Albertans to live in dignity and achieve their highest level of independence.

Key responsibilities include:

- supporting the Interagency Council on Homelessness to provide advice to the ministry on Alberta's homelessness plan;
- funding 25 emergency homeless adult shelter operations to provide 3,191 emergency and shelter spaces across Alberta;
- developing policies and practices to support legislated and coordinated (provincial and community) responses to family violence and bullying;
- supporting women's shelters in the provision of high quality emergency shelters, outreach services and child care supports for children and families who are at risk or have experienced family violence;
- providing leadership to the delivery of preventive and partnership-based programs that focus on early childhood development;
- administering the Family and Community Support Services (FCSS) program for 319 municipalities and Métis Settlements in accordance with the FCSS legislation to build community capacity, increase resiliency and improve individual, family and community well-being;
- administering Family and Community Safety program grant funding to support 105 projects across Alberta that support prevention, address root causes and increase protective factors for at-risk Albertans;
- supporting the creation of an Integrated Provincial Best Practice Model for Child Advocacy Centres in Alberta;
- supporting sexual assault centres across Alberta, who provide community-based services and supports; and
- administering the *Adult Guardianship and Trusteeship Act*, *Public Trustee Act* and *Personal Directives Act* through the Office of the Public Guardian and Trustee (OPGT).

Corporate Services

The Corporate Services Division is responsible for the ministry's financial planning, financial reporting, corporate policies and Freedom of Information and Protection of Privacy (FOIP) services.

Key responsibilities include:

- working collaboratively with divisions to support the financial planning and fiscal development of the annual budget and year-end financial reporting for the ministry;
- providing expertise for financial processes, policies, client payments or revenues, fraud investigations to support compliance and accountability;
- providing strategic direction and guidance for procurement in the ministry and to work collaboratively with regional directors and executive management to support an integrated approach; and
- providing strategic support for business services, including facilities management and operations, Freedom of Information and Privacy (FOIP), emergency management and emergency social services.

Human Resources

Human Resources works with ministry leadership, employees and other departments to attract, develop and engage the workforce and to support the services of the ministry. It provides excellence in Human Resources programs and services through innovation, leadership, expertise and collaboration.

Indigenous and Community Connections

The Indigenous and Community Connections Division supports Human Services and its partners in taking a broad perspective on the needs of Alberta communities and building relationships across the province. A specific focus is on improving outcomes for Indigenous people in Alberta through cultural understanding, relationship building and strategic leadership.

Key responsibilities include:

- providing leadership within Human Services for Indigneous and community engagement with people and stakeholders who represent a range of social and community sectors across Alberta;
- working with key partners and stakeholders to coordinate strategies focused on Indigenous people, communities and organizations;
- promoting Indigenous cultural awareness throughout Human Services by enhancing understanding within the ministry of Indigenous people and communities; and
- working with Human Services divisions and key partners to coordinate strategies involving Indigenous people, stakeholders, communities and organizations including identifying strategic priorities, internal coordination of ministry initiatives, engagement, and evaluating overall progress in achieving organizational and community outcomes.

Office of the Senior Operating Officer

The Office of the Senior Operating Officer leads all service delivery functions provided through the seven delivery regions, as well as the Alberta Supports call centres and web channel. Under the leadership of the Senior Operating Officer, this division is working to better connect Albertans to social-based supports offered by the Government of Alberta, primarily in Human Services but also through others such as Seniors and Housing and Alberta Health Services. Alberta Supports ensures that Albertans have access to the right services at the right time to provide a common front-end experience.

Key responsibilities include:

- enhancing integration of services by focusing on the holistic needs of the person;
- implementation of Alberta Supports across the province through in-person centres and access by phone or online;
- delivering the child care subsidy program;
- supporting the provision of services for adults with developmental disabilities under the *Persons with Developmental Disabilities Services Act* through government operations, contracted community agencies and Funds Administrators for Family Managed Services;
- leading the delivery of the Family Support for Children with Disabilities program according to the *Act* and providing program support for families who have children with disabilities;
- addressing specialized disability and support needs for Albertans through the Brain Injury Initiative, a variety of services for people with disabilities through the Cross-Disability Support and Services Initiative, provision of community access for persons living in long-term care facilities through the Community Access for People in Continuing Care initiative that provides for community access for Albertans under the age of 65 living in continuing care facilities, and administration of the *Blind Persons' Rights Act* and *Service Dogs Act;*
- leading the implementation of Alberta's Fetal Alcohol Spectrum Disorder 10-Year Strategic Plan;
- providing services to assist Albertans who are unemployed, under-employed or transitioning in the workplace with career planning, job search, interview skills and resume writing to find appropriate and meaningful employment;
- providing financial and health benefits through the Assured Income for the Severely Handicapped (AISH) program to low-income adults whose severe and permanent disability limits their ability to earn a livelihood; and
- ensuring that all Albertans are able to meet their basic needs through the Income Support program.

Strategic Planning, Policy and Quality Assurance

The Strategic Planning, Policy and Quality Assurance Division is responsible for the ministry's strategic and program policy design functions, corporate planning and reporting, governance and appeals, intergovernmental relations, research and analysis and quality assurance and continuous improvement of services provided to Albertans. The division also ensures analytical capacities and data integration to allow the ministry to gain maximum value from its information products.

Key responsibilities include:

- working collaboratively with ministry divisions to support the establishment of ministry priorities and leading the development of the ministry business plan, performance measures and annual report;
- ensuring Albertans have access to fair, impartial and independent review of decisions related to financial benefits and services for children, youth and families;
- coordinating recruitment and appointments to public agencies and ensuring compliance with government agency requirements;
- providing expertise and support to build capacity for quality assurance and evaluation within the development and delivery of programs and services;
- leading, prioritizing and coordinating ministry strategic policy initiatives;

- supporting program policy development and design within program delivery to successfully develop and implement policy, while developing policy capacity and policy integration across the ministry;
- leading the implementation of the Information Sharing Strategy across the Government of Alberta;
- developing and implementing a comprehensive enterprise business analytics and business intelligence approach; and
- overseeing the governance, strategic and operational roles of the ministry's information management and technology infrastructure.

Legal Services

Legal Services provides legal, legislative and related strategic advice to all areas of the ministry.

Key responsibilities include:

- identifying, analyzing and providing advice to business areas on potential legal issues;
- providing strategic and legal advice on program and policy changes to meet legal requirements and legislated timeframes; and
- providing legal advice and related strategic policy support in the development of legislation, regulations, and Ministerial Orders.

Discussion and Analysis of Results

Financial Results of Operations

Expense by Function:

Ministry Expense is primarily reported under Social Services.

Revenue:

Ministry revenue was $317.1 million, approximately $44.7 million higher than 2014-15, and $57.3 million higher than budget.

Compared to 2014-15 Actual

The increase is due to additional revenue for the rehabilitation of disabled persons, offset by the decrease in other federal revenue for Labour Market Development agreements.

Compared to Budget 2015

Higher revenue is attributed to additional revenue for the rehabilitation of disabled persons, rate increases for child special allowance and other miscellaneous revenue.

Expense:

Ministry operational spending was $4.3 billion, an increase of $171.2 million from 2014-15.

Compared to 2014-15 Actual

Total expense was $171.2 million higher than 2014-15.

- Over $100 million increase due to caseload and cost per case growth in Employment and Income Support, Assured Income for the Severely Handicapped and Supports to Persons with Disabilities programs.
- Increase in children's programming including Child Intervention, Child Care and Early Intervention Services for Children and Youth primarily due to an increase in caseload and cost per case, and accreditation of child care programs.
- Increase in Family and Community Support Services for the provision of additional grants to participating municipalities for preventive social services.
- Increase in Homeless and Outreach Support programming, including additional investments to enhance support for women and children affected by family violence, and funding for shelters.

Compared to Budget 2015

Total expense was $13.7 million lower than budget.

- Decrease due to lower caseload and cost per case for Child Care Subsidies.
- Reduced spending due to implementation of in-year cost containment measures such as hiring constraints, administration reductions, and one-time grant reductions.

Desired Outcome One

Alberta families and communities thrive through improved supports by strengthening prevention and addressing the root causes of social and economic challenges

Human Services continued with a focus on addressing the root causes of socio-economic challenges. Specifically, the ministry continues to focus on early childhood development to help Alberta's children realize their full potential. The foundation for strong and healthy children is set in the early years and starts before they are born. All children need nurturing relationships and safe, supportive environments to grow and learn. It is the day-to-day connections and positive interactions between parents, family members and caregivers that help children thrive. However, it also takes the whole community, working together, to create the nurturing environments that families need to support their young ones.

The ministry supported the achievement of this outcome through:

- continuing the implementation, evaluation, and enhancement of programs and services that support the development and well-being of children, youth and families;
- collaborating with other ministries and stakeholders to enable Albertans to participate in society and direct their lives while maintaining important relationships with family, friends and the community; and
- promoting awareness of family violence, bullying and healthy relationships so Albertans affected by or aware of abuse have the essential knowledge of available services.

Priority Initiative 1.1 – Enhance and promote parenting resources and supports and community-based early childhood services.

Early Childhood Development

- To ensure Alberta's children have a healthy start in life, Human Services continued to work with the Ministries of Health and Education, as well as local communities. The intent was to create connected local networks so that every infant, toddler, child and their families have access to high quality programs and services. For more details, please visit: earlychildhood.alberta.ca and http://www.humanservices.alberta.ca/disability-services/14855.html.

Triple P-Positive Parenting Program

- The Triple P – Positive Parenting Program is an evidence-based program used internationally for 30 years that is shown to work across cultures, socio-economic groups and in a variety of family structures. It provides parents with simple and practical strategies to help them confidently manage their children's behaviour, prevent problems from developing and help build strong, healthy relationships. Human Services continues to offer this program through its Parent Link Centres (PLCs) and through community organizations to parents of children with disabilities accessing the Family Support for Children with Disabilities program. According to the last available data (2014-15), approximately 6,400 parents and caregivers participated in Triple P sessions.

- From April 1, 2015 to March 31, 2016, more than 600 parents of children with disabilities participated in the Triple P variant called Stepping Stones, developed specifically for parents of children with disabilities. Based on statistical evaluation of parents who received Stepping Stones Triple P, positive changes in parenting behaviour, confidence, and self-efficacy were observed. Specifically, more than 240 of these parents completed well-established parenting scales before and after receiving Stepping Stones Triple P programming and demonstrated statistically significant improvements in all scales analyzed, including parenting behavior, confidence and self-efficacy.

Parent Link Centres (PLCs)

- Approximately 98,250 Albertans visited a PLC in 2015-16. PLC visitors often participate in multiple types of programming in several service categories. For example, among 5,307 visitors who received PLC services in 2014-15, 10 per cent self-reported as First Nations, Métis or Inuit and five per cent self-reported as new Canadians (those who have been in the country for less than three years).

Table: Parent Link Centre Participation, 2014-15	
Client Group	Total
Children: Ages 0–5	43,951
Youth: Ages 6-17	9,305
Parents	44,994
Total	**98,250**

Quick Fact

Since the launch of the Parent Link initiative 10 years ago, the demand for PLCs has grown. In their first year of operation, 22 locations served approximately 5,892 Albertans from more than 77 communities. Today, PLCs operate in 55 locations, reaching 185 communities across Alberta and serving approximately 98,000 Albertans through early childhood development, parenting and family support programs. For more information, visit - http://www.humanservices.alberta.ca/family-community.html

Home Visitation

- Home Visitation programs provide intensive parent education in the parent's home or another safe place and target parents facing challenges that may place their babies at risk.
- Approximately $10 million annually is provided to 33 agencies across the province to provide Home Visitation programs. According to the last available data (2014-15), approximately 3,352 families received Home Visitation services.

Priority Initiative 1.2 – Increase affordability and quality of child care and create new child care spaces.

Child Care Spaces

- Human Services monitors child care capacity on an ongoing basis. In 2015-16, the ministry reported approximately 109,400 licensed and approved child care spaces in Alberta. This comprises 97,700 spaces in licensed programs and 11,800 in contracted family day home agencies. Of the 109,400 spaces, approximately:
    - 40,700 spaces are in Edmonton and area and include 37,200 spaces in licensed child care programs and 3,500 in approved family day homes;
    - 40,200 spaces are in Calgary and area and include 37,000 spaces in licensed child care programs and 3,000 in approved family day homes; and
    - 28,500 spaces are in the rest of Alberta and include 23,500 spaces in licensed child care programs and 5,000 in approved family day homes.

Child Care Subsidy

- Alberta's child care subsidy has one of the highest eligibility thresholds in Canada. Families can earn up to $50,000 per year and still qualify for the maximum subsidy, and partial subsidies are available depending on family income and the child's age.
- Low- and middle-income families can access the child care subsidy program to receive assistance with the cost of licensed and approved child care.
- Of the approximately 89,000 children enrolled in licensed and approved child care, more than 24,500 (about 28 per cent) are subsidized.
- In 2015-16, families receiving the full subsidy paid an average of $298 per month for day care programs, or approximately $14 per day.

Early Learning and Child Care Curriculum Framework

- Human Services has sponsored MacEwan University as a community partner to develop the "Made in Alberta" curriculum framework titled *Play, Participation, and Possibilities: An Early Learning and Child Care Curriculum Framework for Alberta*. The curriculum framework is for child care educators working in centre-based child care and family day home settings with infants to children up to five years of age. Focusing on a holistic view of children, this framework builds common language across diverse delivery settings around the importance of play in early learning, emergent curriculum planning and responsive care.

Priority Initiative 1.3 – Develop and implement a cross-ministry approach for poverty reduction.

- Human Services facilitated the development of an inventory of current and future programs, services and initiatives that reduce poverty. Representatives from the following ministries have participated in the development of the inventory: Executive Council, Health, Education, Treasury Board and Finance, Justice and Solicitor General, Seniors and Housing, Indigenous Relations, Labour, Service Alberta, Status of Women, and Culture and Tourism.

- The ministry took action on a number of initiatives that help reduce and prevent poverty, including:

- Creating the new Alberta Child Benefit and enhancing the Alberta Family Employment Tax Credit; and
- Increasing funding for Family and Community Support Services.

Priority Initiative 1.4 – Implement the Alberta Child Benefit to support children in all lower-income Alberta families and enhance the Alberta Family Employment Tax Credit.

- The Alberta Child Benefit (ACB) and the enhanced Alberta Family Employment Tax Credit (AFETC), which the Government of Alberta announced in 2015-16, will provide direct financial assistance to lower-income families – helping them make ends meet and supporting a better quality of life for their children.
- The AFETC provides direct financial assistance to low- and middle-income working families with children. The phase-in rate of benefits was raised from eight per cent to 11 per cent. The threshold at which benefits start to decline was increased from $36,778 to $41,250. This means more families will receive the credit, and many families will receive a larger amount than they did before.
- These programs will provide nearly $336 million in combined annual benefits to support 380,000 children in 199,000 homes across the province. Specifically:
    - 235,000 children in 130,000 families will receive a total of $195 million in annual benefits from the new ACB; and
    - 290,000 children in 143,000 families will receive a total of $141 million in annual benefits from the enhanced AFETC.

Priority Initiative 1.5 – Strengthen the focus on preventing Fetal Alcohol Spectrum Disorder.

- Reducing the incidence of Fetal Alcohol Spectrum Disorder (FASD) in Alberta is a priority for Human Services. More than 46,000 Albertans are affected by FASD, a lifelong disability resulting from prenatal exposure to alcohol. People affected by FASD may experience a complex range of brain injuries and developmental, physical, learning and behavioural conditions.
- The Human Services made significant progress in FASD awareness, education, prevention and treatment initiatives in 2015-16, including the following:
    - Of clients participating in the Parent-Child Assistance Program (PCAP) through FASD Service Networks, 75 per cent reduced their risk for subsequent drug or alcohol exposed pregnancy.
    - Through a partnership with Health, FASD Service Networks and local First Nations, new PCAP programs were developed in 14 First Nations communities. The goals were to develop capacity in First Nations communities to administer and oversee the programs and to reduce FASD births in those communities.
    - The communities have started reporting on their progress on outcomes. The project is currently being evaluated.
    - Surveys of FASD Service Networks engaged in community awareness and prevention strategies indicate:
        - 89 per cent of Albertans surveyed knew FASD is caused by alcohol use during pregnancy and 83 per cent were aware that children born with FASD have irreversible brain damage;
        - 94 per cent of women who participated in network FASD awareness events indicated they intended to eliminate alcohol use during current or future pregnancies;
        - 95 per cent were aware that they had a responsibility to inform friends and family about the risks of using alcohol when pregnant or planning to become pregnant, and

they were willing to support friends and families to abstain from drinking alcohol if they are pregnant or planning to become pregnant.

- A *Best Practices for FASD Service Delivery Guide and Evaluation Toolkit* was developed. It is currently being piloted in Alberta through the FASD Service Network. The guide confirms the intent of the FASD Service network model to be a collaborative and integrated system of service delivery to ensure optimal outcomes for clients and their caregivers.
- A new Fetal Alcohol Spectrum Disorder Education Certificate program was introduced through Bow Valley College. It will prepare students to provide quality care for individuals with FASD and is the only program offered at this level in Canada.

Priority Initiative 1.6 – Build on preventive approaches in the child intervention system and implement reforms to the child intervention system, focusing on keeping families together, addressing the root causes that bring children into care and promoting collaborative solutions.

Child Intervention Services Improvements

- Collaborating with partners in serving at-risk children, youth and families, Human Services continues to implement the Child Intervention Practice Framework and strength-based and safety-oriented approaches province-wide, ensuring workers are supported, trained and provided with developmental opportunities.
- Supporting meaningful engagement of families through our preservation and reunification practices including encouraging family and natural support meetings early in the assessment process;
- Reinforcing collaboration with Indigenous communities by initiating connections and communication early on during the assessment process (through First Nations Designate and Métis resource staff).
- Aligning learning and development curriculum to child intervention competencies, principles, practices and outcomes.
- Partnering with agencies such as the Zebra Child Protection Centre, the Sheldon Kennedy Child Advocacy Centre and the Cariboo Centre to provide specialized and multidisciplinary approaches to vulnerable populations related to children suspected of being physically and sexually abused.

Improved Support for Foster and Kinship Caregivers

- Human Services continues to support the important work of foster and kinship caregivers who provide safe and nurturing homes for children in care by working closely with the Alberta Foster Parent Association and other stakeholders to determine how best to support caregivers to meet the needs of the children in their care.
- The ministry increased the camp fees and vacation allowance for children in foster and kinship care by $75, from $425 to $500 a year.

Enhanced Transparency

- A performance data strategy for Alberta Child Intervention was developed which includes a suite of five outcome indicators and a web-based tool to support public reporting.
- The Child Intervention Recommendation Approach and Tracking System is premised on the importance of collaboration and responsiveness between the Child and Youth Services Division and internal and external stakeholders. The approach provides a process for receiving, reviewing, accepting and responding to recommendations to help improve the child intervention system. It also

provides a process for developing action plans, and implementing, evaluating and publicly reporting the responses.

Mentorship Campaigns to Support Children and Youth in Care

- Human Services, Education and the Boys and Girls Big Brothers Big Sisters Society of Edmonton and Area co-lead the Alberta Mentoring Partnership (AMP). The AMP has completed the second year of a three-year plan funded by Human Services and Education to: raise the profile of mentoring in Alberta; increase the number of mentors across the province; continue to provide research, training and resources to existing mentors; and work with communities and organizations to develop and enhance mentoring programs in Alberta.
- The AMP increased active partners from 111 to 116. Through its online mentor training, since 2008, 10,125 mentors have been trained and 2,104 of those were trained in 2015-16. Over 4,000 youth have been trained as mentors.

Priority Initiative 1.7 – Prevent and address family violence, sexual violence and bullying by creating additional women's shelter spaces, collaborating with communities and other ministries to address root causes and promoting healthy relationships across the lifespan.

Family and Community Safety Program Grant Funding

- Human Services provided $20 million in Family and Community Safety Program (FCSP) in one-time grant funding to 105 projects across Alberta.
    - In September 2015, nearly $10 million in FCSP grant funding was approved to support 74 community projects, focused on family violence, sexual violence and healthy relationships. In February 2016, an additional $10 million was announced as part of Budget 2015 and was used to extend 37 current FCSP grants and to fund 31 new projects focused on family violence, sexual violence and supporting the integrated provincial best practice model.

- The approved 105 projects align with the following priority areas:
    - $8.9 million for 53 projects that support the implementation of *Family Violence Hurts Everyone: A Framework to End Family Violence in Alberta*, including:
        - $5.9 million for 30 projects that focus on family violence;
        - $1.7 million to support 13 projects focused on community capacity building; and
        - $1.3 million to support 10 projects focused on parenting and early childhood development.
    - $7 million for 30 projects focused on services and supports to those impacted by sexual violence;
    - $2 million for eight projects focused on services and supports to those impacted by child sexual abuse, Child Advocacy Centres and the Integrated Provincial Best Practice Model;
    - $1.6 million for 14 projects that support the implementation of *Alberta's Plan to Promote Healthy Relationships and Prevent Bullying.*

Preventing Family Violence

- In 2015-16, Human Services increased funding to women's shelters by $15 million to enhance services for women and children affected by family violence, whether they were seeking shelter or not.
- In 2015-16, the ministry provided almost $5 million in grant funding to support:
  - 15 grants supporting coordinated responses to family violence in communities across the province.
  - seven Safe Visitation sites across the province to facilitate visits between children and their non-custodial parent where family violence is a concern.
  - seven Victim Supports Outreach projects which support family violence services to Indigenous and immigrant families.
  - five program grants focused on outreach and awareness to increase community capacity to respond to family violence across the lifespan.
- The ministry hosted the 2015 Inspiration Awards, recognizing 14 individuals and organizations that lead and demonstrate a commitment to ending family violence in their communities. To read more about the awards, visit http://www.humanservices.alberta.ca/department/15375.html.
- The Family Violence Death Review Committee released their first annual report in September 2015.
- Human Services staff provided comprehensive training to approximately 500 front-line and government workers on family violence in the workplace, healthy relationships, trauma informed practice, Gender-based Analysis Plus and family violence knowledge exchange.

Preventing Sexual Violence

- Human Services is working with Status of Women on addressing sexual violence in Alberta.
- To support a coordinated response to sexual violence in Alberta, the ministry provides $4 million annually to 11 Sexual Assault Centres and their provincial association, the Association of Alberta Sexual Assault Services.
- 30 Family and Community Safety program grants worth a combined $7 million were awarded to projects focused on sexual violence prevention, education and awareness, including $1.4 million to address wait times for counselling in sexual assault centres.

Preventing Child Sexual Abuse

- Human Services has worked with government partners and child advocacy centres to develop an integrated provincial best practices model to enable specialized services for sexually abused children.
- In 2015-16, $1.2 million in Family and Community Safety program grants were provided to support six Child Advocacy Centres to provide healing supports that respond to the unique needs of victims, families and communities across the province.
- A combined grant of $800,000 was provided to support Regional Child Advocacy Centre Hubs providing specialized and consistent services across the province for children and families based on the Integrated Provincial Best Practice Model.

Promoting Healthy Relationships and Preventing Bullying

- In 2015-16, Human Services provided more than $3 million in grant funding to support Alberta's Plan for Promoting Healthy Relationships and Preventing Bullying.

- Funding addressed strategic priorities in the plan such as implementing healthy relationships programming in ethno-culturally diverse communities and empowering rural, remote and Indigenous communities through capacity building and training.
- The ministry provided information and supports to increase awareness of healthy relationships across Alberta.
    - 36,000 Junior High students received training through the Healthy Youth Relationship Strategy within the Healthy Relationships Plus Program.
    - Over 1,000 teachers and community facilitators have taken the Healthy Relationships Plus Train-the-Trainer program.
    - To enhance mental health prevention and promotion in schools, Health, supported by Human Services, delivered 37 Mental Health Capacity Building in Schools projects in 70 communities and 193 schools.
- The ministry leads two awareness campaigns in support of Alberta's Plan for Promoting Healthy Relationships and Preventing Bullying.
    - Each November, the ministry promotes and supports National Bullying Awareness Week and Family Violence Prevention Month activities to help create a bully-free, safer Alberta. In 2015, the ministry hosted a Webcast on Cyberbullying which was viewed by approximately 200 Albertans. National Bullying Awareness Week Post it Forward received 3,600 mentions on Twitter.
    - The ministry led planning for the annual Pink Shirt Day on February 25, 2016, bringing awareness and support to ending bullying and building healthy relationships. Pink Shirt Day Human Services' Tweets were retweeted approximately 300 times, and anti-bullying web page views increased 40 per cent on Pink Shirt Day.

Priority Initiative 1.8 – Partner with Health to improve addictions and mental health supports for children and youth.

Addressing Mental Health

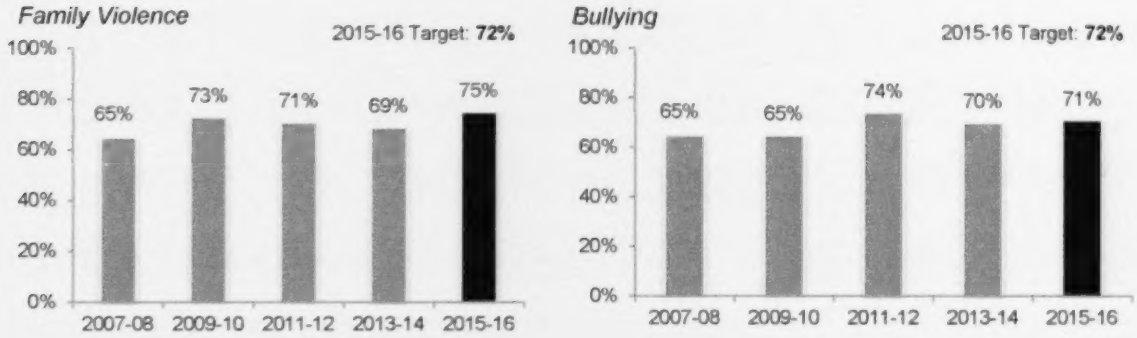
- Human Services developed a submission to the Mental Health Review Committee, and is involved in the implementation of "Valuing Mental Health: Report of the Alberta Mental Health Review Committee 2015," including participation on the Fentanyl Response Team.
- The ministry, in partnership with Health, is co-leading the development of a youth addiction and mental health website, which focuses on providing information on early signs and symptoms of addiction and mental health issues for youth and assisting youth in finding help when they need it.
- The Children's Mental Health Learning Series provided caregivers, families and professionals with helpful information to increase knowledge and help support children and youth with mental health concerns.
- Over $3 million in grants were provided to community stakeholders to enhance the mental health of clients. Grant programs included screening, assessment and brief intervention for children and youth who may have experienced trauma through their life experiences, community youth grants to enhance mentoring and increased access to mental health specialists to provide clinical/medical consultation to Child Intervention staff.

Performance Measures

The well-being of the province is dependent on the well-being of Albertans, their families and communities. Improved social outcomes become possible with resilient individuals, thriving families and inclusive communities. While it is important to assist Albertans during times of crisis, focusing on the root causes of social and economic exclusion in the present helps to prevent future crises from occurring and supports the development of stronger individuals, communities and families.

The following performance measures demonstrate Human Services' commitment to help encourage resiliency in individuals and provide support to families which will enable them to thrive.

1.a Percentage of Albertans who have information to better help in situations of family violence or bullying (biennial survey)



Source: Albertans' Perception of Family Violence and Bullying Survey

Since the release of *Family Violence Hurts Everyone: A Framework to End Family Violence in Alberta* in 2013 and "Alberta's Plan for Promoting Healthy Relationships and Preventing Bullying," in 2014, Human Services, as lead for five partnering ministries, is involved in a number of activities to inform Albertans on how to respond to family violence and bullying situations. These plans continue to be implemented and strengthened, including:

- Resources addressing a variety of family violence and bullying topics including toll-free family violence and bullying telephone information and help lines available 24 hours a day seven days a week, with service in more than 170 languages and an online chat function.
- Family violence and bullying prevention websites with a focus on resources that encourage families, friends, neighbours and co-workers to take action and help in family violence and bullying situations.
- Provincial public awareness and education activities. These multi-pronged approaches to increasing awareness of family violence and bullying, and how to respond and prevent these issues, contributes to the overall changes in Albertans' awareness and behaviour across the province.

For the percentage of Albertans who have information to better help in situations of bullying, the measure result of 71 per cent is one percentage point below the target (72 per cent) and is a one percentage point increase from the previous result (70 per cent in 2013-14). Despite this slightly lower result, there was a

55 per cent increase in the use of the Bullying Helpline between 2014 and 2015. Albertans accessed the Bullying Helpline at a rate of 75 calls per month in 2014 and 116 calls per month in 2015.

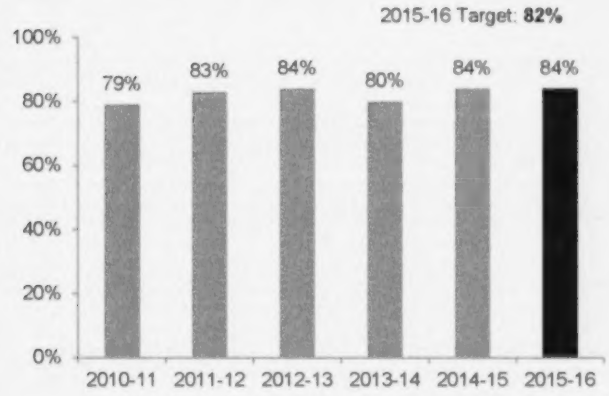
With high media attention on bullying, global bullying awareness has been raised and more bullying incidents are being reported. Bullying situations are often complex and solutions are varied. As a result, Albertans may be aware of bullying incidents but do not know exactly what action to take.

For family violence, the measure result of 75 per cent is three percentage points above the target (72 per cent) and is a six percentage point increase from the previous result (69 per cent in 2013-14). Albertans consistently report that they may not help in a family violence situation because they believe the occurrence to be an isolated incident, a private family matter, or a dangerous situation which could cause harm to themselves. Like bullying, family violence is complex and intervention strategies are varied. Unfortunately, some Albertans have been harmed while attempting to help in family violence situations but advice and support are available through resources like the Alberta Family Violence Info Line. Albertans accessed the Family Violence Helpline at a rate of 181 per month in 2012, 138 per month in 2013, 146 per month in 2014, and 142 per month in 2015.

Statistics for family violence has changed over the past 15 years. Self-reported spousal violence in Alberta has gone from 9.9 per cent in 1989 to 8.7 percent in 2004 to 7.6 per cent in 2009 and 4.7 per cent in 2014. (Source: Statistice Canada – Family Violence in Canada: A Statistical Profile, 2014 (pg. 34)).

For more information, please visit: http://www.statcan.gc.ca/pub/85-002-x/2016001/article/14303-eng.pdf

1.b Percentage of youth receiving Advancing Futures Bursaries who successfully completed their planned studies during the fiscal year



Advancing Futures is an educational bursary program that supports youth who have been in care or receiving services under the *Child, Youth and Family Enhancement Act*. The program provides funding to support youth in achieving their educational goals and leads them to obtaining meaningful employment. Youth are invited to apply if they would like to obtain their high school General Equivalency Diploma, upgrade through adult education or enroll in a post-secondary school for a degree, diploma, certificate or trade.

In addition to addressing financial needs, Advancing Futures assists students in achieving success by supporting them through transitional challenges, such as transitioning into adulthood, learning everyday life skills and how to be successful in school. Advancing Futures takes a strength-based approach to supporting youth and recognizes the potential of students to reach their educational goals and overcome challenges they may face. Measuring the percentage of youth successfully completing their planned studies provides Advancing Futures with the opportunity to assess both the students' and program's success.

During the 2015-16 fiscal year, 759 applications were received for funding. Among them, 575 students were approved to receive a bursary. This is a three per cent increase over the 2014-15 fiscal year. In

2015-16, 759 applications were received for funding and 184 students did not follow through with the application process. Of the 575 students who received an Advancing Futures bursary, 84 per cent successfully completed their planned studies. This is consistent with the result from the 2014-15 fiscal year and is two percentage points higher than the target (82 per cent in 2015-16)

The current caseload average is over 100 recipients per coordinator, while the program is designed to have 70 to 75 recipients per coordinator. In addition, each program coordinator had 40 prospective students who are preparing to transition to post-secondary education. Higher caseloads potentially impact the accessibility to a program coordinator to discuss personal needs or requests for additional support and the progress of bursary recipients. An on-going challenge for the program now and into the future will be acquiring resources to meet the growth of the program.

Currently, only approximately 11.6 per cent of eligible youth are accessing Advancing Futures, which may be due to a variety of factors. For example, there is a current focus on ensuring all youth who are eligible for a Support and Financial Agreement are offered one at the age of 18. A Support and Financial Agreement can be set up to help the youth transition into adulthood and can be open until the age of 24 years. As a result, youth may be relying more on the region for transitional supports before accessing Advancing Futures.

Furthermore, in early 2016, the program began to contact caseworkers directly who have eligible youth in their caseloads. The intent of this engagement is to identify eligible youth earlier and provide better support in transitioning youth to post-secondary.

1.c Percentage of families accessing the Family Support for Children with Disabilities program who indicate the services provided had a positive impact on their family (biennial survey)

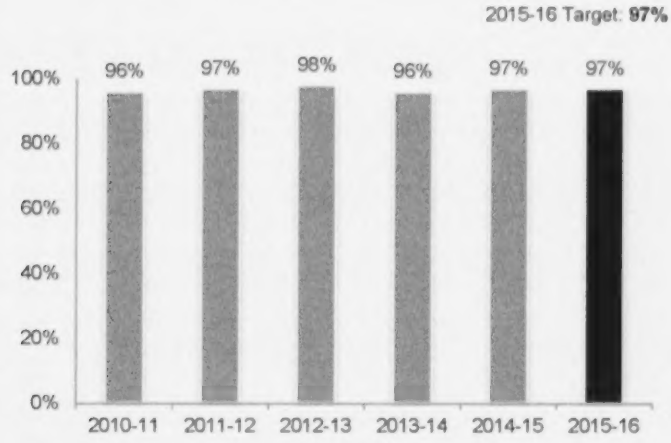
As a biennial survey, the most recent available survey results for this performance measure are from the 2014-15 fiscal year. The next performance measure results will be available in 2016-17.

Source: FSCD Survey

The Family Support for Children with Disabilities (FSCD) program provides a wide range of family-centred supports and services to approximately 10,000 children and families each year with an annual budget of $157.5 million. Services are meant to help strengthen families' ability to promote their child's healthy development and encourage their child's participation in activities at home and in the community.

In 2014-15, 90 per cent of families receiving services through the FSCD program reported through a survey that they felt the program had a positive impact on their family. This result is considered accurate within 2 per cent. In addition, 89 per cent of respondents indicated the services provided increase their family's overall quality of life. Overall agreement that the FSCD program has had a positive impact on the family is very similar across different diagnoses (e.g. autism, sensory, physical, etc.) and satisfaction was observed highest among families whose child is between the ages of 13 and 15 years of age.

1.d Percentage of licensed day care programs and contracted family day home agencies that are accredited or participating in accreditation



Source: Alberta Assoication for Accreditation of Early Learning and Care Services and Child Care Information System

In 2015-16, 97 per cent of licensed day care programs and contracted family day home agencies were either accredited or participating in accreditation. This figure is consistent with the results over the previous fiscal years and indicates a high percentage of day care centres and contracted family day home agencies that are accredited or participating in the accreditation process.

The Alberta Association for Accreditation of Early Learning and Care Services accredits eligible day care programs and family day home agencies in Alberta. Accreditation is available to all licensed day care centres and out-of-school care programs, as well as approved family day home agencies in Alberta. Participation in accreditation is voluntary and is part of Alberta's commitment to ensure that children have a healthy start in life and the supports they need to grow and thrive.

Accreditation results depend not only on accredited programs, but also the labour force participation of women with children under the age of 12. Higher labour force participation rates and increases in the child population affect enrolment and demand for services, which creates pressure on programs for spaces and the need to recruit more staff to meet regulated staff-child ratios. By contrast, lack of available and affordable child care spaces may affect labour force participation of parents with young children.

Additionally, as new child care spaces are constantly being added into the system in response to high demand, the result for this performance measure is not likely to reach 100 per cent. In fact, in 2015-16 there was a 5.8 per cent increase in the number of licensed day care facilities.

Desired Outcome Two

Albertans receive higher quality programs and services that are more coordinated, seamless and tailored to their needs to maximize their potential

Alberta's socio-economic landscape is changing and so are citizen expectations. With an organization as large and complex as Human Services, it is essential to gain a comprehensive understanding about the intricacies of the programs and services we offer and their impact on different aspects of the lives of Albertans. To serve Albertans better, Human Services is shifting towards a more coordinated , seamless and integrated service delivery model. In order to ensure employees and contracted agencies are better able to work together and share information, the ministry is working to design and implement an organization that puts Albertans in the centre of decision making in a holistic manner by creating processes and systems that work effectively to benefit our clients.

The ministry supports achievement of this outcome through:

- improving accessibility – access will be streamlined and Albertans will be able to connect to the right services at the right time;and
- planning to shift the service delivery model from a program-centred approach to a person-centered approach.

Priority Initiative 2.1 – Ensure disability supports and services are integrated so persons with disabilities receive appropriate supports in the most efficient and effective manner across their lifespan.

Integrated supports and services for persons with disabilities

- To better assist Alberta's disability community, mental health supports, social services, housing, education and training, the justice system, addictions and family supports are available. Human Services is working to serve Albertans better by connecting people to services and information they need, using a coordinated, streamlined approach.
- Integrated Transition Planning for youth with disabilities was implemented provincially to improve the transition to adulthood for youth across Human Services programs and with other government and community partners.
- In addition, the ministry is working together with Education to deliver coordinated and integrated early childhood services and programming for children with severe disabilities.

    - Approximately 95 per cent of families receiving services through this common approach reported a positive impact on their child and family.
    - In addition, 82 per cent of child and family service team members, including service providers, reported that families received more integrated and coordinated services.

- As well, an online claims reimbursement system was launched for families that receive reimbursement for supports through the Family Support for Children with Disabilities and Persons with Developmental Disabilities programs. Over 3,000 families have enrolled and are benefiting from

a more modern, paperless and streamlined process that provides them with real time information and improved payment times.

- The FASD Service Networks provide a single point of entry for wraparound community services to families and individuals. This mandate allows for innovative local collaboration with community programs and service providers using an integrated service delivery model.

    - The Networks served 3,541 members of the community. Their clients' presenting issues included, but were not limited to: behaviour, education, social skills, life skills, mental health, housing, employment, finances, health, addiction, legal, custody of children and family violence.

Office of the Public Guardian and Trustee

- Historically, the Office of the Public Guardian (OPG) and Office of the Public Trustee (OPT) operated as two distinct programs within separate ministries. On April 1, 2014, the formal integration of the OPG and OPT was announced. Bringing these two programs together increased existing collaboration allowing the newly created Office of the Public Guardian and Trustee (OPGT) to further the ministry's integrated service delivery approach, including enhanced delivery of trusteeship services across the province.
- Progress continues to be made towards providing integrated guardianship and trusteeship services throughout the province, including a common intake process for guardianship and trusteeship applications and the introduction of the Public Guardian and Trustee Representative role in the Central region.
- Work continues on analyzing and developing new processes in preparation for establishing a new Information Technology system to support OPGT in the future. The OPGT Information Sharing project will focus on aligning and standardizing efficient processes for the entire OPGT client base.

Priority Initiative 2.2 – Prevent and address homelessness and improve housing stability for Albertans in need by integrating personal, financial and health supports with housing

Human Services partners with communities and agencies to enable all Albertans affected by homelessness to be safe, live in dignity and achieve their highest level of independence. The ministry provides direct funding to emergency shelters and women's shelters and partners with community-based organizations in Alberta's seven major cities to fund and implement provincial and local homelessness plans. There are five priority areas for action: better information, aggressive assistance, coordinated systems, more housing options and effective policies. The plan focuses on a housing first approach which tries to create self-reliance and long-term solutions, not just more shelter beds.

Table: Human Services Funded Homeless Emergency Shelters, Utilization Rate
(April 1, 2012 – December 31, 2015)

Provincial	2012-13		2013-14		2014-15		2015-16	
	Q1 & Q2	Q3 &Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3
Average number of clients daily	3,223	3,516	3,333	3,694	3,297	3,492	3,197	3,218
Utilization Rate	82%	92%	85%	95%	85%	89%	81%	82%

Source: Data provided directly by funded shelters. At the time of publication, Q4 data was not available.

Note: Shelter utilization rates are based on total shelter capacity which fluctuates annually. In 2015-16, the shelter capacity was 3,904 spaces. Of those, 3,191 spaces were provincially funded.

The number of spaces fluctuated over time for a variety of reasons that cannot be attributed to a single trend. Some of the short-term or long-term spaces were transitioned to community based organizations, which shows as a decrease in the number of spaces. In 2016, Human Services has new spaces appearing as the provincial government is taking on responsibility for a family shelter in Calgary. That said, the changes to the number of spaces over time is not reflected in the utilization rate.

Utilization of shelter spaces depends on a number of factors and the causal relationship is challenging to interpret. For example, the rate during the first and second quarter of each year may be generally lower because of the warmer weather, whereas that of the third and fourth quarter may be higher due to winter.

Table: Housing First Program, April 1, 2010 – December 31, 2015

Provincial	2011 -12	2012 -13	2013 -14	2014 -15	2015-16[i]
Number of new clients housed	1,931	1,759	1,766	1,881	1,508
Caseload (new and existing)	4,398	4,784	5,357	5,670	5,836
Annual % Change in Caseload	27.5%	8.8%	12.0%	5.8%	2.9%
Graduates[ii]	699	683	909	800	611
Annual Retention Rate[iii]	85%	89%	89%	91%	91%

Source: Efforts to Outcomes database

Note:

i. Data reported from April 1, 2015 to December 31, 2015.
ii. Graduates of the Housing First program are clients who have successfully completed the case management portion of the program and have maintained housing stability.
iii. Annual retention rate demonstrates the percentage of Housing First clients that have remained housed in the fiscal year.

Priority Initiative 2.3 – Improve access to integrated services through Alberta Supports' Call, Click and Come-in channels

Alberta Supports

- Alberta Supports acts as a first point of contact for Albertans requiring information, referrals and supports on more than 34 programs and over 120 services. Information can be accessed in-person at Alberta Supports Centres, online or by telephone through the Alberta Supports Contact Centre. In September 2015, a citizen web portal was launched and has since been accessed almost 3,538 times per month.
- Between April 1, 2015 and March 31, 2016, Albertans were served 437,156 times across all channels of the Alberta Supports Centres. Specifically, there were:
    - 46,568 in-person visits

- 92,629 web visits
- 297,959 telephone calls.

Priority Initiative 2.4 – Simplify access to financial supports by integrating income programs

Income Support

- Income Support provides financial assistance to Albertans who do not have the resources to meet their basic needs, like food, clothing and shelter. Albertans who are eligible for Income Support also receive health benefits, training and assistance to find a job and help with getting child support payments. The level of assistance varies from person-to-person depending on their financial resources, ability to work and the number of children in the family. Human Services is collaborating with the Ministry of Seniors and Housing to identify opportunities for alignment and to improve access for Albertans.
- Human Services continued implementation of integrated service delivery and opened two additional Alberta Supports in-person offices in Calgary and Edmonton, bringing the total to 12 sites. This has allowed for more streamlined access to programs and services.

Priority Initiative 2.5 – Through evaluation, quality assurance and performance management, ensure effectiveness, accountability and transparency of Human Services programs and services

Effectiveness, accountability and transparency of programs and services

- As Alberta's economic conditions and demographics change, public needs also change, which can make it challenging to determine the exact needs of Albertans. To address this challenge, Human Services is continuing to manage its performance by implementing practices that enhance measurement and continuously improve and track the ministry's:

    - organizational outcomes to focus on protecting, supporting and enabling Albertans;
    - quality of services to be person-centred and accountable; and
    - workplace culture to empower, enable and treat staff with respect.

  By implementing these practices, Human Services will be able to better measure and evaluate the services that Albertans need the most and can determine the changes necessary to improve on service delivery and make continuous improvements.
- To help Albertans access the appropriate services, the ministry is implementing the Alberta Supports Measurement and Effectiveness Approach that will evaluate the integration and effectiveness of service delivery and recommend processes for continuous improvement. Human Services also began developing a Quality Management system and Quality Assurance activities within Alberta Supports.
- The ministry began the first phase of the Agencies, Boards and Commissions review for 23 Agencies which fall under the Alberta Public Agency Governance Act (APAGA) which is near completion. Recommendations will conclude in the Summer of 2016. The second phase of the review of Non-APAGA agencies will conclude in Fall 2016.

Persons with Developmental Disabilities (PDD) Safety Standards Consultations

- The *PDD Safety Standards Regulation* came into force on December 10, 2012, to ensure that residences where PDD-funded individuals live are well maintained and that staff use practices which support the health and safety of individuals living there. The regulation applied to approximately 850 homes where PDD-funded individuals lived that were not licensed under the *Supportive Living Accommodations Licensing Act*.
- The *PDD Safety Standards Regulation* sets out the standards required of service providers contracting with the PDD program. The eight standards fall into the areas of: environmental, safety and maintenance requirements; medication assistance; water temperature; concerns and complaints; and compliance with various safety codes and bylaws.
- On September 18, 2015, Minister Sabir announced an extensive engagement to examine the standards of safety for individuals receiving supports through the provincial PDD program.
- Between February 18 and March 14, 2016, more than 750 Albertans attended community forums and 1,300 people filled out questionnaires to share their views about how to keep individuals with developmental disabilities safe in their homes, while respecting their rights and supporting community inclusion.
- The following presents a summary of the themes expressed from Albertans who participated in the community engagement process:

    - the *PDD Safety Standards Regulation* is confusing to stakeholders and often interpreted differently by various parties;
    - concern over the lack of consultation when the *PDD Safety Standards Regulation* was developed;
    - people from across the province agree that safety is much broader than that captured in the *PDD Safety Standards Regulation.* It includes physical adaptations, the importance of social connectedness, inclusion in communities for people with developmental disabilities, well-trained staff and access to services; and
    - safety is a shared responsibility.

- In March 2016, the Phase One Consultation Summary Report was released with Minister Sabir accepting the recommendations, including:

    - repeal the *PDD Safety Standards Regulation* in its entirety;
    - implement a coordinated approach across relevant ministries, including working with municipalities, to ensure clarity, consistency and alignment in, and implementation of, the repeal of the *PDD Safety Standards Regulation*; and
    - extend the Consultation Team's mandate to oversee Phase Two of the Safety Standards Consultation.

- More information on the PDD Safety Standards Consultations can be found at: http://www.humanservices.alberta.ca/disability-services/pdd-safety-standards-consultation.html.

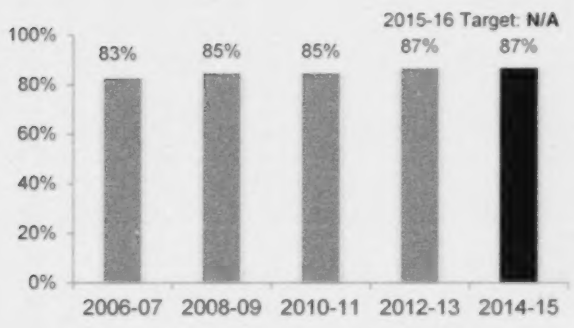
Performance Measures

Human Services is working to improve Albertans' experiences accessing and navigating social support systems. Better service delivery means focusing on individual Albertans' needs rather than focusing on programs. With many services in place to meet a variety of needs, Albertans may find it difficult to know where to go for help or what help is available. Integrating the service delivery system will enable Human Services to provide Albertans with better support and simplified access to the services and benefits they need – in person, online or over the phone – to help them achieve better outcomes for themselves.

The following performance measures demonstrate that the programs provided by Human Services are accessible and meet the needs of Albertans who require them.

2.a Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services (biennial survey)

As a biennial survey, the most recent available survey results for this performance measure are from the 2014-15 fiscal year. The next performance measure results will be available in 2016-17.



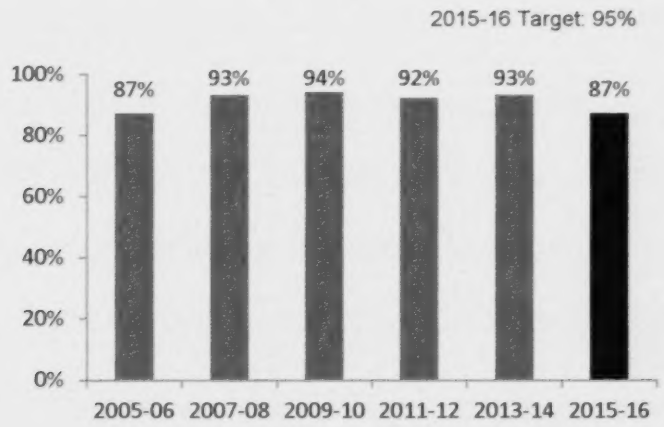
Source: PDD Program Family/Guardian Satisfaction Survey

The PDD program provides funding for staff supports for adult Albertans with developmental disabilities to support them in their home, work and social environments based on individual need. Services funded by the PDD program and delivered by contracted agencies are an important mechanism for achieving successful outcomes for clients. The opinions of families and guardians regarding these services, as measured by PDD's Family/Guardian Satisfaction Survey, are an important element in assessing performance and making continuous improvement.

In 2014-15, 87 per cent of families/guardians (public and private) reported overall satisfaction with the PDD-funded services received by the person to whom they provide guardianship. This continues a trend of high overall satisfaction with PDD-funded services.

In 2015-16, the PDD program continued to develop a number of initiatives to improve client outcomes, including the adoption of an outcomes-based service delivery model as well as the new Service Design and Planning Policy, which is intended to work with the individual and/or guardian and their family to determine the individual's vision and intended outcomes for their life, indentify the individual's related support needs and support strategies and available support/services, including paid and unpaid options, to assist the person in achieving their vision/outcomes.

2.b Service providers' satisfaction with supports and decision-making services provided by the Office of the Public Guardian and Trustee (biennial survey)



Source: OPGT Service Providers' Satisfaction Survey

OPGT provides decision-making services for adults and minors who are unable to make personal and/or financial decisions for themselves. OPGT also provides information, education and support to vulnerable Albertans, their families, and service providers, regarding personal and financial matters. A service provider is a person or organization who provides health and disability support services to OPGT clientele, such as a physician, group home operator or long-term care facility operator. A service provider may also be a person or organization that contacts the OPGT regularly for information and assistance (e.g. lawyer making an application for guardianship, or a health care provider requiring information about capacity assessment).

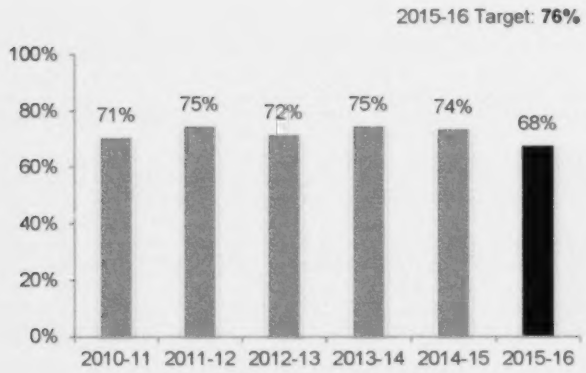
This performance measure assesses service providers' satisfaction with decision-making and the other services provided by OPGT. This measure also indicates the satisfaction of service providers who may contact the OPGT for related services such as making an application under the *Adult Guardianship and Trusteeship Act*, short-term health care, placement or psychiatric treatment decisions. Service providers may also express concerns about an adult believed to be at risk due to his/her mental capacity, or they may be concerned that the actions of a private guardian/trustee or agent are putting the individual at risk.

In 2015-16, 87 per cent of service providers expressed satisfaction with the OPGT, which is eight per cent lower than the target. This is also a decrease from a historically high level of satisfaction with guardianship services measured in 2009-10 and previous years. Historically, the Office of the Public Guardian (OPG) and Office of the Public Trustee (OPT) operated as two distinct programs within separate ministries. The functional structure of the newly formed OPGT is evolving as the program defines and establishes integrated service delivery across the province. In the past, the survey focused only on satisfaction with guardianship services. The current survey asked respondents opinions about the OPGT. The reduced rating reflects the need to improve the services provided by the OPGT with better alignment to its new integrated structure. This is reflected in the work the OPGT is doing to implement the 2013 Office of the Auditor General recommendations including improving the file management process to ensure all client files are subject to proper review and developing a consistent and streamlined file assignment process and service delivery model. The steady increase in demand for the Public Guardian

and Public Trustee to act as guardian and/or trustee and a steady rise in demand for other services related to substitute decision-making (e.g., short-term health and psychiatric treatment decisions, investigations), may have contributed to reduced satisfaction ratings.

The OPGT service provider satisfaction rating may also have been impacted by the growing needs of an aging population (e.g. older citizens developing dementia) and clientele with complex mental health and social support needs.

2.c Percentage of clients reporting they are either employed or in further education or training after leaving a skills training program



Source: Work Outcomes Reporting Project Survey

This performance measure assesses the effectiveness of Training for Work, a program focused on specific occupational training to assist participants with finding employment and Work Foundations, which provides basic skills training and academic upgrading to enable further job-specific training and/or to secure employment. Both programs are designed to help participants obtain employment or go on to further education or training.

In 2015-16, 68 per cent of participants were either employed or in further education or training after leaving a skills training program (based on a survey conducted three months after they have left the program). The 2015-16 result missed the target of 76 per cent and was a six per cent decrease from the 74 per cent result in 2014-15.

Unemployment is another key factor related to the demand for skills training services. Over the course of the sample period (September 1, 2014 to August 31, 2015), unemployment rose from 4.6 to 6.1 per cent. When comparing the two categories, the unemployment rate for Training for Work program participants was 33 per cent for 2015 compared to 27 per cent in 2014. Additionally, the unemployment rate for Work Foundations program participants increased from 25 per cent in 2014 to 30 per cent in 2015.

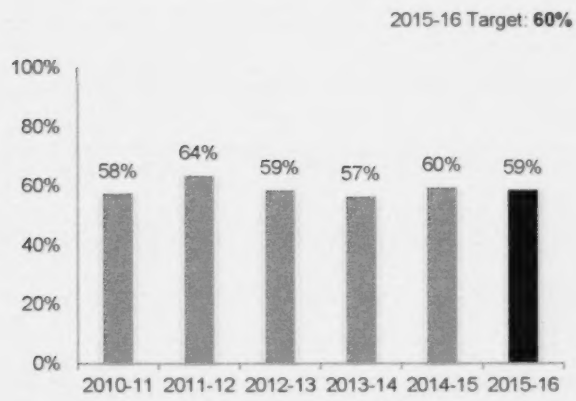
The economic downturn has a significant impact on the program's success and an impact on the Albertans who are accessing these training programs. First and foremost, employers are more cautious on their hiring plans which impacts recent graduates. Second, there is more competition for available opportunities and employers can be more selective on who they hire.

The higher unemployment rate is also leading to increased competition for entrance into post-secondary institutions. More people are applying for the same program which means others are not able to access the program and may need to forego further training, which may also negatively affect the performance measure.

On April 1, 2014, responsibility for funding Occupational Training programs that are 12 weeks or longer were transitioned from Human Services to Advanced Education to better integrate the provision of such services. The focus of skills training in Human Services has shifted more towards foundational training

and serving more vulnerable Albertans, which may have resulted in fewer individuals becoming employed upon completion of training, thus negatively affecting the performance measure results.

2.d Percentage of participants employed after leaving Income Support



Source: Work Outcomes Reporting Project Survey

The purpose of the Income Support (IS) program is to help Albertans be as independent as possible, move to employment and stay in the labour force. Human Services measures the percentage of participants employed after leaving the program to determine the impact Human Services has in the effectiveness of service delivery.

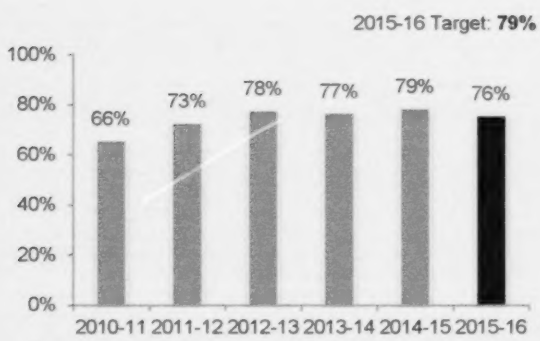
In 2015-16, 59 per cent of participants were employed after leaving the program. The result represents a one per cent decrease from 2014-15 and falls one per cent below the 2015-16 target.

Often there is an assumption that the program participants categorized as Expected to Work are likely to achieve employment outcomes in short order. However, in many cases, further evidence identifies significant barriers, such as prior education, work experience and family status that can result in participating in the program for longer periods of time, as well as participants transitioning to the Barriers to Full Employment category. Those who stopped receiving IS without obtaining employment could have transitioned to training programs, entered new partnerships (e.g., change in marital status) or received support from other sources (e.g., Canada Pension Plan, Employment Insurance and disability-related income).

The unemployment rate is also a key factor related to the demand for Income Support, whose clients are among some of Alberta's most vulnerable. These clients tend to be the last hired in times of strong employment and the first to be released in times of a weaker market and would be the ones most acutely impacted by a change in the job market.

2.e Assured Income for the Severely Handicapped (AISH) client quality-of-life index

In 2015-16, a revised methodology was introduced for the AISH-index. This methodological change improves the calculation by excluding "don't know" and non-responses from the final calculation. Results for 2013-14 and 2014-15 have been recalculated accordingly.



Source: AISH client survey

In 2015-16, 76 per cent of respondents indicated AISH financial assistance contributed to enhanced quality-of-life by helping them to meet their basic needs, live more independently, manage their health issues, and facilitate their community involvement. This result is a three per cent decrease from the 2014-15 result and is three per cent below the target of 79 per cent. Nonetheless, results in recent survey cycles indicate a consistent perception of quality-of-life as a result of receiving AISH financial benefits, which remain the highest of its kind in Canada.

Of the aspects comprising the index, a lower percentage of clients indicated that AISH benefits helped them to become more involved in their community (62 per cent), which, in part, explains the decrease. Going forward, the AISH program will continue helping clients become as independent and active in their community as possible.

While the AISH program received a 4.5 per cent budget increase from 2013-14 to 2014-15 to accommodate caseload growth (see table below), which was estimated to increase by five per cent in 2014-15, the AISH maximum monthly living allowance has remained at $1,588 since April 1, 2012, which may have contributed to a score reduction in the overall index. However, effective July 1, 2014, modified AISH accommodation rates were increased to $1,839 to reflect actual charges in supportive living facilities, while the maximum monthly personal allowance portion of the modified living allowance remained at $315.

Table: AISH Caseload

Year	Average Annual AISH Caseload
2011	43,317
2012	45,429
2013	47,411
2014	49,698
2015	51,959

Desired Outcome Three

Greater collaboration between government, communities and Indigenous partners to strengthen services and achieve shared social outcomes

All sectors of our society have a role to play in improving the quality of life of Albertans. Human Services continues to build on strong foundational relationships with government, communities and Indigenous partners to deliver on shared priorities. This means sharing the right information to help staff deliver services efficiently and to help government make the best decisions to improve services. It means engaging with Indigenous leaders, communities and partners on challenges that affect Indigenous children and families and building on the strengths contained within Indigenous communities. It also means working with other government departments to ensure training and employment initiatives for all Albertans are planned and delivered in a coordinated way. Finally, it means working with the non-profit and voluntary sector to ensure a sustainable continuation of supports is available for vulnerable Albertans.

The ministry supports achievement of this outcome through:

- strengthening relationships with First Nations, Métis and Inuit communities and service providers to achieve a common understanding and improved outcomes for Indigenous children, youth and families;
- facilitating greater collaboration among service providers and businesses to ensure employment opportunities for vulnerable Albertans through targeted training and support; and
- ongoing implementation of the Information Sharing Strategy between government and its service delivery partners to offer the best possible supports and services for vulnerable Albertans.

Priority Initiative 3.1 – Work with Indigenous communities, leaders and partners to strengthen relationships and develop collaborative strategies that support Indigenous people.

- In 2015-16, Human Services participated in the ongoing Child and Family Services Tri-lateral Engagement Process (CFSTEP). This unique partnership is comprised of representatives from the Treaty 6, 7 and 8 organizations, Indigenous and Northern Affairs Canada, Health Canada, Alberta Indigenous Relations and Alberta Human Services. The primary focus of the CFSTEP is to address the high number of First Nations children in care and inform the development and implementation of a collaborative action plan. A 10-year action plan was developed that identifies short- and long-term priorities primarily focused on: identifying best practices, registration of children in care and the First Nations Designate role. Engagement sessions with Treaty 6, 7 and 8 were completed in December 2015.
- Human Services Elders' Wisdom Circle (EWC) provides advice to ensure programs and services are culturally appropriate for Indigenous children, families and communities. It is comprised of First Nations Elders who come from each of the three Treaty areas and a Métis Elder. During 2015-16, the EWC provided regular advice on ceremony, cultural protocol and engagement with Indigenous people, communities and organizations.
- The ministry continues to work collaboratively with Samson Cree Nation on challenges such as access to disability services and family violence prevention services. To raise more awareness around these challenges, evidence-based information was presented to the community.

- In recognition of the Government-to-Government relationship with First Nations, the Honourable Irfan Sabir, Minister, met with Grand Chiefs and Chiefs throughout the last fiscal year.

    - As part of the renewed relationship with Indigenous people, the Minister had initial meetings with the Grand Chiefs of Treaty 6 and 8, and leadership of the Métis Settlements General Council and the Métis Nation of Alberta in July of 2015. He also met with the Grand Chief of Treaty 7 in Calgary later in the summer.
    - The Minister continued to meet with Indigenous leadership. In early 2016, the Minister met with Grand Chief Tony Alexis to discuss opportunities for the ministry and Treaty 6 to work together. In addition, he met the Chief and Council of Samson Cree Nation, Montana First Nation, the Chiefs of the Lesser Slave Lake Indian Regional Council, and the Council members of Kapawe'no First Nation. Also, the Minister, along with Indigenous Relations Minister Feehan, met with the Western Cree Tribal Council, and Treaty 8 Grand Chief Steve Courtoreille and Treaty 8 Chiefs, which included a commitment to provide $40,000 for a Treaty 8 Engagement Session which took place in February 2016. The session, which had the participation of Chiefs, Elders, and staff from delegated and non-delegated First Nations agencies, was to identify issues and collectively develop actions on shared priorities within the mandate of Human Services, such as disability services, employment and financial supports and child and family services.
    - Other outcomes included agreement to continue to work together on identified challenges such as access to child care and disability services, reducing the number of children in care and family violence prevention.

- The ministry leads the Indigenous Communities in Crisis Cross-Ministry Working Group. This group was established in early 2015 to address challenges commonly faced by Indigenous communities. The group focused initial work with Paul First Nation and developed a terms of reference for the overall objectives of this working group. The initial steps of researching best practices was compiled in a report called *First Nations Promising Practices in Community Resiliency*. This report is to compliment the gaps analysis expected to be completed in 2016-17.
- Human Services is leading a cross-ministry working group with the goal to achieve a renewed, clarified and shared understanding of Jordan's Principle. A facilitated workshop was delivered to the Jordan's Principle Cross-Ministry Working Group on March 1 and 2, 2016. In partnership with Indigenous Relations, Human Services tabled the 2014 Reports and Recommendations of the First Nations Women's Economic Security Council and the Métis Women's Economic Security Council, along with the provincial government's response in the Alberta Legislature. In its response, the provincial government committed to reporting on progress being made in the implementation of the Council's approved recommendations.

Priority Initiative 3.2 – Work closely with Indigenous leaders to review ministry programs and policies to identify ways to implement the objectives and principles of the United Nations Declaration on the Rights of Indigenous Peoples

United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)

- Human Services, in partnership with other ministries, continues work towards implementing the UN Declaration. As part of the Cross-Ministry Working Group, Human Services reviewed its programs and services as requested by Indigenous Relations as part of the government's strategy to align all programs and services with UNDRIP and inform future discussion with Indigenous partners.

Quick Fact

What is the UN Declaration on the Rights of Indigenous Peoples?

The UN Declaration on the Rights of Indigenous Peoples is an international human rights instrument adopted by the UN General Assembly on 13 September 2007 after more than two decades of negotiations.

The Declaration affirms the inherent or pre-existing collective human rights of Indigenous peoples, as well as the individual human rights of Indigenous women, men and children. It provides a framework for justice and reconciliation, applying existing human rights standards to the specific historical, cultural and social circumstances of Indigenous peoples.

Source: https://www.un.org/development/desa/indigenouspeoples/

- The work around the UNDRIP by the province, along with the federal government's commitment to implement its principles, and the release of the Truth and Reconciliation Commission's final report with its 94 recommendations, have significant implications on the collaboration between the province, federal government and Indigenous communities. This work is important and extensive, which requires stronger relationships between different levels of government and Indigenous communities to achieve greater success in delivering on shared priorities.

Developing resources for Indigenous Awareness

- Human Services coordinated an Indigenous Learning Series for ministry staff during the week of National Aboriginal Day Celebrations on June 22, 2015. Ceremonial demonstrations were also delivered to staff at Human Services.
- The ministry has completed the Kihîw Room, a physical location for an Indigenous resource library and collaborative space. The library, named by the Elders Wisdom Circle, houses a collection of books on a wide range of topics pertaining to Indigenous peoples, as well as various First Nations, Métis and Inuit cultural artifacts. This library will be available to all Human Services staff, with the objective of increasing knowledge and awareness of Indigenous life and history.

Human Services continues to work with internal and external partners to identify, document and disseminate promising practices and innovative approaches to service delivery in Indigenous communities and with Indigenous peoples to improve outcomes.

Priority Initiative 3.3 – Provide targeted training and supports to assist Albertans with finding and maintaining employment, with special attention to specific populations who require extra support such as Indigenous peoples, immigrants, people with disabilities and youth

Enhancing and Supporting Labour Force Attachment for Albertans in Need

- In 2015-16, Alberta Works offices across Alberta received 2.19 million visits and increased funding for employment services by $2.5 million. Alberta Works helps unemployed Albertans find and keep jobs; helps employers meet their needs for skilled workers, as well as delivering programming that helps cover basic living costs for low-income Albertans.
- In partnership with the Ministry of Labour, Alberta Works offices hosted 57 job fairs with 14,307 job seekers and 380 employers attending.
- Alberta Works Calgary Region supports two projects as part of the Employment First initiative. The Viable Employment First project meets with employers to address attitudinal and knowledge barriers of employers to increase the willingness on their part to hire people with disabilities. The Foothills Special Needs Association for Parents and Siblings project began providing active support services to 11 Calgary area youth in March 2016.
- Alberta Works Northwest Region's Grande Prairie office continued the Volunteer Tax Program in partnership with Canada Revenue Agency. The service offers free income tax filing services for those with low-income. In addition to receiving a tax return and qualifying for a GST rebate, filing taxes enables low-income Albertans to apply for benefits they may not otherwise have been eligible for without a valid previous year's tax return (e.g., Alberta Child Family Tax Benefit). More than 350 low-income Albertans accessed this service in 2015-16.
- Employment Supports for Persons with Disabilities provides Career and Employment Information Services, Job Placement Services and Transition to Employment Services assistance to Albertans with disabilities to help find and maintain employment. In 2015-16, 1,168 disabled Albertans participated in these programs with 453 maintaining job placements after six months.

Priority Initiative 3.4 – Increase employment opportunities for individuals with disabilities through collaboration with public and private sector employers

Alberta Employment First Strategy

- As part of the Alberta Employment First Strategy, $2 million was allocated to an Employment First Innovation Fund, which provided one-time grants to community agencies to test promising new ideas or expand on successful pilot projects that could be adopted as best practices across the province to support employment for persons with disabilities.
    - Four grant recipients (Foothills Special Needs Association for Parents and Siblings; Prospect/Viable; Gateway Association for Community Living; and Northeast Alberta Information Hub) were selected in September 2015 as part of the Innovation Fund. The four projects began in December 2015 and January 2016 and support youth, First Nations communities, employers and community organizations that provide inclusive and accessible workplaces for Albertans with disabilities. Project term dates range from 18 to 24 months.

- As a means of information and knowledge sharing, Human Services held five Employment First webcasts for the 2015-16 year. Episodes included sessions on inclusive employment, youth with disabilities and interviewing and job application advice. Averages of 150 to 200 individuals/organizations registered to view each webcast. Over 1,000 groups and individuals have requested inclusion on the Employment First webcast mailing list. Participants reported that they found webcast presenters to be informative and inspiring, and they appreciated the combination of personal experience and practical tools, resources and suggestions.

Persons with Developmental Disabilities (PDD) Program

- The PDD program provided funded services to 2,878 adult Albertans with developmental disabilities for the purposes of obtaining and maintaining employment. Of these, 1,704 individuals were engaged in paid employment.
- The PDD program provided community living supports to 9,156 individuals. As well, the PDD program provided community access supports to 5,552 adults with developmental disabilities.
- A total of 10,694 unique individuals received PDD-funded services for the reporting period.

Priority Initiative 3.5 – Work with key stakeholders and communities to develop an inclusion and accessibility strategy for Albertans with disabilities

- Human Services continues to work across government and with communities to support persons with disabilities to make services and supports inclusive and accessible. In support of the development of an inclusion and accessibility strategy for Albertans with disabilities, the Premier's Council on Persons with Disabilities provided advice to government departments on strategies to promote barrier-free access for Albertans as part of its commitment to strengthening inclusive practices across the province.

Priority Initiative 3.6 – Work with contracted agency partners to enhance program and service delivery in the community

- In collaboration with community agencies, strength-based approaches to delivering child intervention services such as Signs of Safety, are the foundation of the *Child Intervention Practice Framework* implementation. The ongoing implementation of these practice initiatives are resulting in more children remaining safe at home with their families instead of coming into care.
- The ministry implemented a Family Finding Training with staff and the Elders Wisdom Circle in order to build additional skills in the areas of relative search and family engagement with the purpose of creating connections and a network for children and youth.
- The ministry collaborated with partner agencies to provide training targeted to strengthen outcomes-focused and principle-based practice. Sessions included intensive cultural awareness sessions, Family Group Conferencing and overview sessions on the *Child Intervention Practice Framework* to agencies across Alberta.

Injuries and Deaths of Children and Youth with Child Intervention Involvement

- Human Services is committed to sharing more information with Albertans about the death of children who were in care and/or receiving services at the time of their passing. Please visit humanservices.alberta.ca/abuse-bullying/child-memorials.html for information on the deaths of children receiving child intervention services.

- In 2015-16, 22 children and youth receiving child intervention services died. Six of the children were in care, 13 were not in care and three were over 18 years of age and receiving support through a Support and Financial Assistance Agreement. The Office of the Medical Examiner determined that two deaths were accidental; one was homicide; four were medical; three were suicide and one was undetermined. The manner of death is pending for the remaining 11 deaths. As per the *Child and Youth Advocate Act* and the *Child, Youth and Family Enhancement Act*, all 22 deaths were reported to the Office of the Child and Youth Advocate and the Child and Youth Services Council for Quality Assurance.
- In 2015-16, three children and youth receiving intervention services suffered a serious injury. All of the children were in care. The *Child, Youth and Family Enhancement Act* defines a serious injury as a life threatening injury to the child or an injury that may cause significant impairment of the child's health. The injuries of the three children included two drug overdoses and one head injury.
- Human Services is working towards implementing practices where all deaths and injuries can be investigated from a prevention point of view.

Table: Summary of Injuries and Deaths of Children and Youth with Child Intervention Involvement in 2015-16

	In Care	Child Intervention Involvement (Not In Care)	Over 18 years of age and Receiving Support and Financial Assistance (SFA)	**Total**
Death	6	13	3	**22**
Serious Injury	3	0	0	**3**
Total	9	13	3	**25**

Source: Child and Youth Information Module and Intervention Services Information System

Priority Initiative 3.7 – Improve information-sharing practices within government and with service agencies to support the best outcomes for the health, education and safety of children and families

Information Sharing Strategy

Quick Fact

The Information Sharing Strategy (ISS) provides the framework to support information sharing and reduce duplication when gathering information. It also establishes training, resources, technology and processes to help individuals and organizations to manage information effectively.

- In Fall 2015, the *Information Sharing Approach to Transition Planning: Within the Housing and Homeless Serving Sector Guide* was completed, following which Human Services began work to prepare for implementation. The expected date of completion is December 2017.
- The ministry provided information sharing development and education to internal staff members as well as employees from other ministries across government and external contracted service providers. A total of 33 workshops and presentations on the Information Sharing eLearning series were delivered across the province during 2015.
- In 2015, the ministry established a Help Desk Communities of Practice and facilitated two sessions among our cross-ministry partners. The Coordinated Contact Centre approach has worked through 48 consultations. For example – Alberta Health Services and Persons with Developmental Disabilities

collaboratively providing integrated supports to their medically fragile or aging clients and supporting communities who are establishing coordinated service delivery for shared clients.

Open Data

- Human Services is developing open data products to improve information sharing, transparency and accountability to the public. The ministry adopted Advanced Education's *Open Data Framework* to guide processes for the development and publication of open data and other information products. The ministry released open data products on child intervention, child care, caseload statistics and other information on children and youth receiving post-intervention support. These open data products were accessed over 2,000 times in total after their initial release. For more information, please visit data.alberta.ca.

Priority Initiative 3.8 – Work with the Family and Community Support Services community (FCSS) on a renewed vision to support improved social outcomes for Albertans

Family and Community Support Services

- Family and Community Support Services provides funding to 319 participating municipalities and Métis settlements – representing 99 per cent of the population – to support locally driven preventative programs that promote and enhance well-being among individuals, families and communities.
- Bill 3 (*Appropriation [Interim Supply] Act, 2015*) allocated an additional $25 million in new funding. Department officials allocated all of the new funding within three months by working closely with stakeholders and providing frequent communication and support throughout the process.

Early Childhood Development (ECD) Community Coalitions

- The Ministries of Education, Health and Human Services have committed to implementation of the Alberta Early Development Instrument (EDI) Collection, Analysis and Community Mobilization program and have signed a joint Letter of Understanding.
- The EDI program collects information on the development of kindergarten-aged children in Alberta; conducts data analysis and matching, mapping and reporting; and mobilizes communities to take action by informing policy, programs and services aimed at improving children's development.
- As of January 2016, Human Services assumed responsiblility for funding and support for the ECD Community Coalitions. Over $2 million in grant funding was distributed to 98 Community Coalitions for 2016. The role of the ECD Coalitions is to share the EDI results with their communities and work with stakeholders to develop action plans to support optimal early childhood development.
- A series of community conversations with Coalition representatives were held in June and July 2015, to gather further input on ways to effectively coordinate and support the work of Coalitions. Based on their feedback, the ministry entered into an agreement with the Family and Community Support Services Association to provide provincial coordination for the Coalitions.

Performance Measures

The following performance measures demonstrate that Human Services is working with agencies and communities to provide permanent, stable and culturally appropriate living situations for children who require child intervention services.

3.a Percentage of children and youth with a new child intervention file who did not have a file closure in the previous 12 months

Source: Child and Youth Information Module and Intervention Services Information System

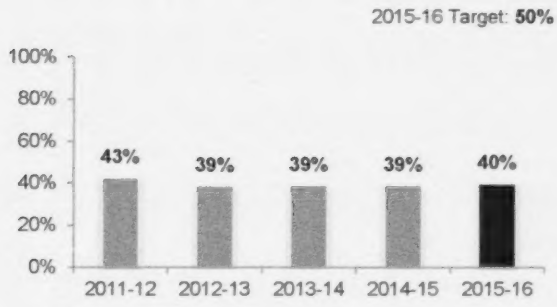
This measure describes the proportion of children and youth with a new child intervention file who did not have a file closure in the previous 12 months. This includes children and youth in and out of care. Child Intervention services are designed first and foremost to protect children from further maltreatment and rates of recurrence are a key indicator of the success of these services. Recurrence is defined as the proportion of children and youth who did not return to Child Intervention (in care or not in care involvement) within 12 months of their file closure.

In 2015-16, 85 per cent of children and youth with a new child intervention file did not have a file closure in the previous 12 months. This result is two per centage points below the target (87 per cent in 2015-16) and 2 percentage points above the result from the previous year (83 per cent in 2014-15).

Based on the feedback from front-line staff, Human Services is continuing its efforts in developing new and innovative ways to serve at-risk children, youth and families. The *Child Intervention Practice Framework*, the foundation of one of these innovations, supports an environment where family strengths are recognized and children and youth are respected and supported. The ministry is accelerating the implementation of the Framework by promoting initiatives to ensure Child Intervention staff are supported in making decisions in a manner consistent with the ministry's organizational values and principles, and that they have tools and approaches that will provide the right kinds of services and supports.

Furthermore, families receiving Child Intervention services typically have many complex issues. During formal involvement with a family, Child Intervention workers strive to build a collaborative relationship with the child and family members so that the family is comfortable returning for help, should the need arise.

3.b Percentage of Indigenous children in foster care/kinship care who are placed with Indigenous families



Source: Child and Youth Information Module and Intervention Services Information System

This measure is an indicator of Indigenous children and youth receiving culturally appropriate services through foster care or kinship care. The decision to remove a child from the biological family and bring the child into care is not an easy one or one taken lightly. When it is necessary to bring an Indigenous child into care, attempts are made to place the child in their community, with extended family, with individuals emotionally connected to the child or a family of a similar Indigenous background.

Kinship care is a placement with extended family or others who have a significant relationship with the child. It is the preferred placement option, given the pre-existing relationship between the child and caregivers and the greater likelihood that important familial and cultural ties will be maintained.

In 2015-16, 40 per cent of Indigenous children in foster or kinship care were placed with Indigenous families. While this result is below the target of 50 per cent, it is consistent with the previous years' results. The ministry is committed to supporting Indigenous children to maintain cultural connections and, wherever possible, places Indigenous children in Indigenous homes that provide safe and stable environments.

Like other jurisdictions in Canada, Alberta is experiencing challenges in recruiting caregivers. This is due in part to the changing demographics of Canadian families: there are more lone-parent families and more families where both parents work. These families may not have the time or capacity to care for foster children. We are also seeing more caregivers adopting children in their home and retiring from caregiving, both of which create a reduction in the number of homes that are retained relative to the new homes that are recruited.

There has been regional implementation of specialized kinship care support positions and kinship care search workers to provide improved service to kinship providers. The role also extends to the identification of potential kin connections that might be a viable kinship placement. Furthermore, the implementation of practice strategies, such as Signs of Safety, look to keep children at home with their families whenever possible. This includes placing children with kinship providers whenever possible.

The provincial government is committed to working with Indigenous partners to build self-reliant and culturally strong Indigenous communities. Human Services is continuing its effort to make a profound and fundamental shift in its relationship with Indigenous partners. The ministry uses UNDRIP as a framework for reconciliation and to provide guidance on cooperative relationships with Indigenous partners based on the principles of equality, partnership, good faith and mutual respect. The ministry continues to work with Indigenous communities and caregivers to invest in ongoing recruitment for Indigenous foster parents and kinship caregivers.

Ministry

FINANCIAL STATEMENTS

MINISTRY OF HUMAN SERVICES

Financial Statements

Year Ended March 31, 2016

MINISTRY OF HUMAN SERVICES

FINANCIAL STATEMENTS

Year ended March 31, 2016

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Independent Auditor's Report

To the Members of the Legislative Assembly

Report on the Financial Statements

I have audited the accompanying financial statements of the Ministry of Human Services, which comprise the statement of financial position as at March 31, 2016, and the statements of operations, change in net debt and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements present fairly, in all material respects, the financial position of the Ministry of Human Services as at March 31, 2016, and the results of its operations, its changes in net debt and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

[Original signed by Merwan N. Saher FCPA, FCA]

Auditor General

June 3, 2016

Edmonton, Alberta

MINISTRY OF HUMAN SERVICES
STATEMENT OF OPERATIONS
Year ended March 31, 2016

	2016 Budget	2016 Actual	2015 Actual (Restated Note 4)
		(in thousands)	
Revenues (Schedule 1)			
Transfers from Government of Canada			
Services on First Nations Reserves	$ 60,478	$ 51,972	$ 53,673
Rehabilitation of Disabled Persons	-	50,381	-
Labour Market Development	151,560	151,878	158,487
Other Transfers	22,113	27,282	25,580
Premium, Fees and Licences	5,404	6,627	5,516
Other Revenue	20,205	28,919	29,095
	259,760	317,059	272,351
Expenses - Directly Incurred (Note 2(b) and Schedule 2, 3, and 7)			
Programs			
Ministry Support Services	37,683	36,000	37,158
Employment and Income Support	769,919	781,544	727,835
Child Intervention	736,231	738,495	712,706
Child Care	296,897	287,197	280,612
Assured Income for the Severely Handicapped	950,630	955,513	917,610
Support to Persons with Disabilities	1,067,411	1,056,783	1,047,862
Public Guardian and Trustee Services	30,098	29,340	28,278
Family and Community Support Services	101,131	100,909	76,562
Homeless and Outreach Supports	177,941	176,074	162,240
Common Service Access	15,081	14,664	15,209
Early Intervention Services for Children and Youth	90,279	91,387	95,525
Family and Community Safety	36,685	29,382	21,309
2013 Alberta Flooding - Non Disaster Recovery Program Expenses (Note 3)	1,400	406	3,589
	4,311,386	4,297,694	4,126,495
Annual Deficit	$ (4,051,626)	$ (3,980,635)	$ (3,854,144)

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF HUMAN SERVICES
STATEMENT OF FINANCIAL POSITION
As at March 31, 2016

	2016	2015 (Restated Note 4)
	(in thousands)	
Financial Assets		
Cash and Cash Equivalents	$ 4,045	$ 3,141
Accounts Receivable (Note 5)	184,630	183,325
	188,675	186,466
Liabilities		
Accounts Payable and Accrued Liabilities (Note 6)	250,293	249,078
Deferred Revenue	641	892
	250,934	249,970
Net Debt	(62,259)	(63,504)
Non-Financial Assets		
Prepaid Expenses	322	833
Tangible Capital Assets (Note 7)	20,996	25,848
	21,318	26,681
Net Liabilities	$ (40,941)	$ (36,823)
Net Liabilities at Beginning of Year	$ (36,823)	$ (49,303)
Annual Deficit	(3,980,635)	(3,854,144)
Net Financing Provided from General Revenues	3,976,517	3,866,624
Net Liabilities at End of Year	$ (40,941)	$ (36,823)

Contingent liabilities and contractual obligations (Notes 9 and 10)

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF HUMAN SERVICES
STATEMENT OF CHANGE IN NET DEBT
As at March 31, 2016

	2016		2015
	Budget	Actual	Actual (Restated Note 4)
		(in thousands)	
Annual Deficit	$(4,051,626)	$(3,980,635)	$ (3,854,144)
Acquisition of Tangible Capital Assets	(6,801)	(6,345)	(5,124)
Amortization of Tangible Capital Assets (Note 7)	11,453	$ 10,894	10,619
Transfer of Capital Assets			124
(Gain) on Sale of Tangible Capital Assets		(4)	
Proceeds on sale of Tangible Capital Assets		4	
Writedown of Tangible Capital Assets		303	
Acquisition of Supplies of Inventories	(680)		
Consumption of Supplies of Inventories	680		149
Change in Prepaid Expenses		511	374
Net Financing Provided from General Revenue		3,976,517	3,866,624
Decrease in Net Debt		1,245	18,622
Net Debt at Beginning of Year		(63,504)	(82,126)
Net Debt at End of Year		$ (62,259)	$ (63,504)

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF HUMAN SERVICES
STATEMENT OF CASH FLOWS
Year ended March 31, 2016

	2016	2015 (Restated Note 4)
	(in thousands)	
Operating Transactions		
Annual Deficit	$ (3,980,635)	$ (3,854,144)
Non-Cash items included in Net Operating Results		
Amortization	10,894	10,619
Writedown of Tangible Capital Assets	303	-
(Gain) on Sale of Tangible Capital Assets	(4)	-
	(3,969,442)	(3,843,525)
(Increase) in Accounts Receivable	(1,305)	(97,387)
Decrease in Prepaid Expenses	511	374
Decrease in Inventories of Supplies	-	149
Increase in Accounts Payable and Accrued Liabilities	1,215	78,237
(Decrease) in Deferred Revenue	(251)	(185)
Cash Applied to Operating Transactions	(3,969,272)	(3,862,337)
Capital Transactions		
Acquisition of Tangible Capital Assets	(6,345)	(5,124)
Proceeds on Sale of Tangible Capital Assets	4	-
Transfer of Capital Asset to another Ministry [a]	-	124
Cash Applied to Capital Transactions	(6,341)	(5,000)
Financing Transactions		
Net Financing Provided from General Revenues	3,976,517	3,866,624
Increase (Decrease) in Cash	904	(713)
Cash and Cash Equivalents, Beginning of Year	3,141	3,854
Cash and Cash Equivalents, End of Year	$ 4,045	$ 3,141

[a] Tangible Capital Assets transferred to the Ministry of Labour.

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF HUMAN SERVICES
NOTES TO THE FINANCIAL STATEMENTS
MARCH 31, 2016

NOTE 1 AUTHORITY AND PURPOSE

The Ministry of Human Services operates under the authority of the *Government Organization Act*, Chapter G-10, Revised Statutes of Alberta 2000.

The ministry is responsible for assisting Albertans in creating conditions for safe and supportive homes and communities so they have opportunities to realize their full potential. Its core business is to work collaboratively with community and business partners to deliver citizen-centred programs and services that improve quality of life of Albertans.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

These financial statements are prepared in accordance with Canadian Public Sector Accounting Standards.

(a) Reporting Entity

The reporting entity is the Ministry of Human Services for which the Minister of Human Services is accountable. The ministry annual report provides a more comprehensive accounting of the financial position and results of the ministry's operations for which the minister is accountable.

All departments of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the President of Treasury Board and Minister of Finance. All cash receipts of departments are deposited into the Fund and all cash disbursements made by departments are paid from the Fund. Net financing provided from General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenue

All revenues are reported on the accrual basis of accounting.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (continued)

(b) Basis of Financial Reporting (continued)

Revenue (continued)

Government transfers

Transfers from the Government of Alberta, Federal and other governments are referred to as government transfers.

Government transfers are recorded as deferred revenue if the eligibility criteria of the transfer, or the stipulations together with the ministry's actions and communications as to the use of transfers create a liability. These transfers are recognized as revenues as the stipulations are met and, when applicable, the department complies with its communicated uses of these transfers.

All other government transfers, without terms for the use of the transfer, are recorded as revenue when the transfer is authorized and the Ministry meets the eligibility criteria (if any).

Deferred Revenue

Cash received for which goods or services have not been provided by year end is recorded as unearned revenue.

Expenses

Directly Incurred

Directly incurred expenses are those costs the ministry has primary responsibility and accountability for, as reflected in the government's budget documents.

Grants are recognized as expenses when authorized, eligibility criteria if any are met, and a reasonable estimate of the amounts can be made.

In addition to program operating expenses such as salaries, supplies, etc., directly incurred expenses also include:

- amortization of tangible capital assets,
- pension costs, which are the cost of employer contributions for current service of employees during the year, and

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (continued)

(b) Basis of Financial Reporting (continued)

Expenses (continued)

Directly Incurred (continued)

- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay.

Incurred by Others

Services contributed by other entities in support of the ministry's operations are not recognized and are disclosed in Schedule 6 and allocated to programs in Schedule 7.

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's-length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of Cash and Cash Equivalents, Accounts Receivable, and Accounts Payable and Accrued Liabilities are estimated to approximate their carrying values because of the short-term nature of these instruments.

Financial Assets

Financial assets are assets that could be used to discharge existing liabilities or finance future operations and are not for comsumption in the normal course of operations.

Financial assets of the ministry are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals, as well as inventories held for resale.

Cash and Cash Equivalents

Cash includes deposits in the Consolidated Cash Control Account of the Province of Alberta. Interest on these deposits does not accrue to the ministry.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (continued)

(b) Basis of Financial Reporting (continued)

Financial Assets (continued)

Accounts Receivable

Accounts receivable are recorded at the lower of cost or net recoverable value. A valuation allowance is recorded when recovery is uncertain.

Liabilities

Liabilities are present obligations of a government to others arising from past transactions or events, the settlement of which is expected to result in the future sacrifice of economic benefits.

Non-Financial Assets

Non-financial assets are acquired, constructed or developed assets that do not normally provide resources to discharge existing liabilities, but instead:

(a) are normally employed to deliver government services;
(b) may be consumed in the normal course of operations; and
(c) are not for sale in the normal course of operations.

Non-financial assets of the ministry are limited to tangible capital assets and prepaid expenses.

Tangible Capital Assets

Tangible capital assets of the ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $250,000 and the threshold for major systems enhancements is $100,000. The threshold for all other tangible capital assets is $5,000. All land is capitalized.

Amortization is only charged if the tangible capital asset is put into service.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (continued)

(b) Basis of Financial Reporting (continued)

Non-Financial Assets (continued)

When physical assets (tangible capital assets) are gifted or sold for nominal sum, the net book value of the physical assets less any nominal proceeds are recorded as grants in kind.

Measurement Uncertainty

Measurement uncertainty exists when there is a variance between the recognized or disclosed amount and another reasonably possible amount. Accounts receivable, recorded as $64,336 (2015 - $78,710) in these financial statements is subject to measurement uncertainty. Accounts payable and accrued liabilities are also subject to measurement uncertainty.

The allowance for doubtful accounts for the accounts receivable recorded as $2,002 (2015 - $1,745) in these financial statements is estimated to be uncollectible. The unrecoverable amount could be higher.

(c) Change in Accounting Policy

A net debt presentation (with reclassification of comparatives) has been adopted for the presentation of financial statements. Net Debt or Net Financial Assets is measured as the difference between the ministry's financial assets and liabilities.

The effect of this change results in changing the presentation of the Statement of Financial Position and adding an additional Statement of Change in Net Debt.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (continued)

(d) Future Accounting Changes

In June 2015 the Public Sector Accounting Board issued these following accounting standards:

- **PS 2200 Related Party Disclosures and PS 3420 Inter-Entity Transactions (effective April 1, 2017)**
  PS 2200 defines a related party and establishes disclosures required for related party transactions; PS 3420 establishes standards on how to account for and report transactions between public sector entities that comprise a government's reporting entity from both a provider and recipient perspective. Management is currently assessing the impact of these standards on the financial statements.

- **PS 3210 Assets, PS 3320 Contingent Assets, and PS 3380 Contractual Rights (effective April 1, 2017)**
  PS 3210 provides guidance for applying the definition of assets set out in FINANCIAL STATEMENT CONCEPTS, Section PS1000, and establishes general disclosure standards for assets; PS 3320 defines and establishes disclosure standards on contingent assets; PS 3380 defines and establishes disclosure standards on contractual rights. Management is currently assessing the impact of these standards on the financial statements.

- **PS 3430 Restructuring Transactions (effective April 1, 2018)**
  This standard provides guidance on how to account for and report restructuring transactions by both transferors and recipients of assets and/or liabilities, together with related program or operating responsibilities. Management is currently assessing the impact of these standards on the financial statements.

NOTE 3 2013 ALBERTA FLOODING

(in thousands)

The full recovery from the June 2013 flood in southern Alberta will take a number of years. The Province's flood recovery initiative, through its Disaster Recovery Program (DRP), provides financial assistance to impacted individuals, small businesses, municipalities, and government departments for uninsurable loss and damage. The DRP is administered and funded by the Alberta Emergency Management Agency of the Department of Municipal Affairs through the authority of the *Disaster Recovery Regulation*.

The Department of Municipal Affairs recognizes revenues from the federal government on an accrual basis based on recoveries through the Disaster Financial Assistance Arrangement (DFAA) with the Government of Canada. The Government of Canada approved the DFAA through its Order in Council on July 3, 2013.

The Department of Municipal Affairs recognizes DRP expenses on an accrual basis when the Government of Alberta issued its Order in Council on June 25, 2013. These expenses are net of recoveries from insurance and other third parties.

Also, the Province's flood recovery initiatives include non-disaster recovery programs (non-DRP). Costs associated with the non-disaster recovery programs are recognized as they are incurred. These costs are net of recoveries from insurance and other third parties.

	2016	2015
Expenses – 2013 Alberta Flooding:		
• Non-Disaster Recovery Program Expenses	$ 406	$ 3,589

	2016	2015
Accounts Payable and Accrued Liabilities – 2013 Alberta Flooding:	$ 79	$ 241

NOTE 4 GOVERNMENT REORGANIZATION

(in thousands)

The Department of Status of Women was established as a result of restructuring of government ministries announced on May 24, 2015. The responsibilities of the portions allocated to advocacy functions relating to the status of women were transferred to Department of Status of Women (O.C. 168/2015).

Comparatives for 2015 have been restated as if the Ministry had always been assigned with its current responsibilities.

Net liabilities on March 31, 2014 are made up as follows:

Net Liabilities as previously reported	$	(49,321)
Transferred to Department of Status of Women		(18)
Net Liabilities at March 31, 2014	$	(49,303)

Net Debt on March 31, 2014 is made up as follows:

Net debt as previously reported	$	(82,144)
Transferred to Department of Status of Women		(18)
Net debt at March 31, 2014	$	(82,126)

NOTE 5 ACCOUNTS RECEIVABLE

(in thousands)

	2016			2015
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value (Restated Note 4)
Accounts Receivable	$ 78,991	$ (2,002)	$ 76,989	$ 76,965
Accounts Receivable – Other [a]	107,641	-	107,641	106,360
	$ 186,632	$ (2,002)	$184,630	$ 183,325

[a] Accounts Receivable – Other includes contract advance to service providers for contracts extended beyond March 31, 2016. These contract advances will be offset against accounts payable due to service providers at the end of the contract period.

Accounts receivable are unsecured and non-interest bearing.

NOTE 6 ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

(in thousands)

	2016	2015
Accounts Payable	$ 11,606	$ 17,183
Other Accrued Liabilities	238,687	231,895
	$ 250,293	$ 249,078

MINISTRY OF HUMAN SERVICES
NOTES TO THE FINANCIAL STATEMENTS
MARCH 31, 2016

NOTE 7 TANGIBLE CAPITAL ASSETS
(in thousands)

	Equipment[1]	Computer Hardware and Software	Other	2016 Total	2015 Total
Estimated Useful Life	3 - 15 years	5 years	5 – 10 years		
Historical Costs[2]					
Beginning of Year	$ 6,631	100,893	$ 1,983	$ 109,507	$ 105,137
Additions	90	6,103	152	6,345	5,124
Transfers	-	-	-	-	(124)
Disposals, including write-downs	(687)	(4,963)	(360)	(6010)	(630)
	$ 6,034	$ 102,033	$ 1,775	$ 109,842	$ 109,507
Accumulated Amortization					
Beginning of Year	$ 5,458	$ 77,226	$ 975	$ 83,659	$ 73,670
Amortization Expense	336	10,395	163	10,894	10,619
Effect of Disposals	(687)	(4,807)	(213)	(5,707)	(630)
	$ 5,107	$ 82,814	$ 925	$ 88,846	$ 83,659
Net Book Value at March 31, 2016	$ 927	$ 19,219	$ 850	$ 20,996	
Net Book Value at March 31, 2015	$ 1,173	$ 23,667	$ 1,008		$ 25,848

[1] Equipment includes office equipment and furniture, vehicles, heavy equipment, kitchen and laundry equipment, medical and rehabilitation equipment, bathing equipment and other equipment.

[2] Historical cost includes work-in-progress at March 31, 2016 totalling $ 5,400 (2015 - $5,538) comprised of: computer hardware and software.

NOTE 8 VOLUNTARY CONTRIBUTIONS

These financial statements do not include amounts related to voluntary contributions received for materials and services because of the difficulty in determining their fair market value.

NOTE 9 CONTINGENT LIABILITIES

(in thousands)

The ministry is involved in legal matters where damages are being sought. These matters may give rise to contingent liabilities.

The ministry has a contingent liability in respect of 2 claims (2015: 1 claim) aggregating $1,000 (2015: $1,000) relating to decisions made by the Eugenics Board of Alberta pursuant to the Sexual Sterilization Act of 1928, which was repealed in 1972. The ultimate outcome of these claims cannot be determined.

Accruals have been made in specific instances where it is likely that losses will be incurred based on a reasonable estimate. As at March 31, 2016 accruals totalling $229 (2015: $979) have been recorded as a liability. The total amount claimed for all likely claims is $131,150 (2015: $134,370). Included in the total likely claims are claims in which the ministry has been jointly named with other entities. The accrual provided for these claims represents the ministry's portion of the liability. Included in the total likely claims are claims covered in whole or in part by the Alberta Risk Management Fund. The resulting additional liability, if any, from likely claims in excess of the amounts accrued is not determinable.

The ministry has been named in 59 (2015: 60) claims of which the outcome is not determinable. Of these claims, 52 (2015: 56) have specified amounts totalling $529,736 (2015: $1,446,587). The remaining 7 (2015: 4) claims have no amounts specified. Included in the total claims, 44 claims totalling $518,730 (2015: 51 claims totalling $1,418,778) are covered in whole or in part by the Alberta Risk Management Fund. The resolution of indeterminable claims may result in a liability, if any, that may be significantly lower than the claimed amount.

Based on the *Public Trustee Act*, the amount outstanding on a client's guaranteed account as administered by the Office of the Public Guardian and Trustee is a charge against the Common Fund Assets of the Public Trustee and is unconditionally guaranteed by the Crown. As at March 31, 2016, based on the financial statements of OPT, the outstanding balance of the Client Guaranteed Accounts was $432,015 (2015 - $440,646).

Within the provision of the *Public Trustee Act*, the Office of the Public Guardian and Trustee remits unclaimed estate monies, which is reported as general revenue of the ministry. If entitled beneficiaries are subsequently located, previously unclaimed estate monies are distributed to the beneficiaries.

NOTE 10 CONTRACTUAL OBLIGATIONS

(in thousands)

Contractual obligations are obligations of the ministry to others that will become liabilities in the future when the terms of the contract or agreement are met.

The ministry contracts with organizations to provide specific programs and services for adults and children under care of the ministry and for services to adults with disabilities when needed. The ministry has contracts for specific programs and services for the year ended March 31, 2016 similar to those provided by these organizations during the year ended March 31, 2015.

As at March 31, 2016, the ministry had the following contractual obligations:

	2016	2015
Obligations under Operating Leases, Contracts and Programs	$ 667,978	$ 565,802

Estimated payment requirements for each of the next five years and thereafter are as follows:

Obligations under Operating Leases, Contracts and Programs

	Total
2016 – 17	$ 642,164
2017 – 18	22,753
2018 – 19	3,017
2019 – 20	21
2020 – 21	14
Thereafter	9
	$ 667,978

NOTE 11 BENEFIT PLANS

(in thousands)

The ministry participates in the multi-employer pension plans: Management Employees Pension Plan, Public Service Pension Plan and Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $71,297 for the year ended March 31, 2016 (2015 - $68,699). The ministry is not responsible for future funding of the plan deficit other than through contribution increases.

At December 31, 2015, the Management Employees Pension Plan reported a surplus of $299,051 (2014 – surplus $75,805), the Public Service Pension Plan reported a deficiency of $133,188 (2014 - deficiency $803,299), and the Supplementary Retirement Plan for Public Service Managers reported a deficiency of $16,305 (2014 – deficiency $17,203).

The ministry also participates in two multi-employer Long Term Disability Income Continuance Plans. At March 31, 2016, the Bargaining Unit Plan reported a surplus of $83,006 (2015 – surplus $86,888) and the Management, Opted Out and Excluded Plan a surplus of $29,246 (2015 – surplus $32,343). The expense for these two plans is limited to the employer's annual contributions for the year.

NOTE 12 TRUST FUNDS UNDER ADMINISTRATION

(in thousands)

The ministry administers trust funds that are regulated funds consisting of public money over which the Legislature has no power of appropriation. Because the Province has no equity in the funds and administers them for the purpose described below, they are not included in the ministry's financial statements.

At March 31, 2016, the trust funds under administration were as follows:

	2016	2015
Public Trustee, Estates and Trusts[1]	$ 603,780	$ 603,650
Child Resources Rebate Trust Fund	861	882
Persons with Developmental Disabilities Clients Trust Funds	233	279
McCullough Centre Residents Trust Fund	6	5
	$ 604,880	$ 604,816

(1) The Office of the Public Trustee administers the estates of dependent adults, decedents and minors. A more comprehensive accounting can be found in the Office of the Public Guardian and Trustee, Estates and Trusts Financial Statements.

NOTE 13 GRANDFATHERED CLIENTS

(in thousands)

When the Persons with Developmental Disabilities Community Governance Act (the Act) was passed by the Alberta Legislature in 1997, the Act narrowed the service mandate from the previous disability supports program and established eligibility criteria.

Certain individuals and agencies were receiving services prior to the passing of the Act but they no longer met the new criteria for Persons with Development Disabilities (PDD).

In response to a recommendation from the Building Better Bridges Report, Government directed that PDD boards continue providing services to these individuals and agencies until service responsibility is handed-off to a more appropriate provincial program. Accordingly, expenses related to these grandfathered individuals and agencies do not comply with the Act.

The total cost of these services for 35 grandfathered individuals that has been included in the Statements of Operations is estimated to be $1,885 (2015 – 38 individuals with a cost of $1,849). The total cost for 1 grandfathered agency, which provides services to an additional 11 individuals, that has been included in the Statements of Operations is estimated to be $1,353 (2015 – $1,353).

NOTE 14 SUBSEQUENT EVENTS

(a) Programs Transfer

In an effort to more effectively support Albertans impacted by the current economic downturn, the Ministry has worked collaboratively with the Departments of Advanced Education and Labour to realign the delivery of certain employment and training programs. The effective date of these program realignments is April 1, 2016. The estimated financial effect of these transfers in 2016/17 is as follows:

	Operating Expenses	Revenue
Transfers to the Department of Advanced Education	$ 76,278	$ 77,491
Transfers to the Department of Labour	39,538	27,493
	$ 115,816	$ 104,984
Transfer from the Department of Labour	$ 2,799	$ 1,103

NOTE 14 SUBSEQUENT EVENTS (continued)

(b) Fort McMurray Wildfires

In May 2016, wildfires seriously affected Fort McMurray and surrounding communities. The government is in the process of providing financial assistance for uninsurable loss and damage through its Disaster Recovery Programs (DRP). The DRP is administered and funded by Alberta Emergency Management Agency through the authority of the Disaster Recovery Regulation.

The Province, subject to certain criteria, may recover part of the above costs from the federal government through the Disaster Financial Assistance Arrangement, pending approval through its Order in Council.

The financial impact on the ministry may be significant but is uncertain at this stage.

NOTE 15 COMPARATIVE FIGURES

Certain 2015 figures have been reclassified to conform to the 2016 presentation.

NOTE 16 APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Revenues
Year ended March 31, 2016

Schedule 1

	2016		2015
	Budget	**Actual**	**Actual (Restated Note 4)**
		(in thousands)	
Transfers from Government of Canada			
Services on First Nations Reserves	$ 60,478	$ 51,972	$ 53,673
Rehabilitation of Disabled Persons	-	50,381	-
Labour Market Development	151,560	151,878	158,487
Other Federal Transfers	22,113	27,282	25,580
	234,151	281,513	237,740
Premiums, Fees and Licenses	5,404	6,627	5,516
Other Revenue	20,205	28,919	29,095
Total Revenues	$ 259,760	$ 317,059	$ 272,351

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Expenses - Directly Incurred Detailed by Object **Schedule 2**
Year ended March 31, 2016

	2016		2015
	Budget	Actual	Actual (Restated Note 4)
		(in thousands)	
Salaries, Wages and Employee Benefits	$ 640,246	$ 607,934	$ 598,333
Supplies and Services	1,511,239	1,515,933	1,472,095
Grants	2,148,515	2,161,993	2,044,644
Amortization of Tangible Capital Assets	11,453	10,894	10,619
Total Expenses before Recoveries	4,311,453	4,296,754	4,125,691
Less Recovery from Support Service Arrangements with Related Parties [(a)]	(135)	(243)	(135)
Other	68	1,183	939
	$ 4,311,386	$ 4,297,694	$ 4,126,495

[(a)] The ministry provided administrative support services to the Ministries of Advanced Education, Health and Labour. Costs incurred for these services are recovered from the Ministries of Advanced Education, Health and Labour.

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Lapse/Encumbrance
Year ended March 31, 2016

Schedule 3

		Voted Estimate [1]	Supplementary Estimate	Adjustments [2]	Adjusted Voted Estimate	Voted Actuals [3]	Unexpended (Over Expended) [4]
		(in thousands)					
Program - Operating Expense							
1	**Ministry Support Services**						
1.1	Minister's Office	$ 833	$ -	$ -	$ 833	$ 955	$ (122)
1.2	Associate Minister's Office	100	-	-	100	97	3
1.3	Deputy Minister's Office	843	-	-	843	935	(92)
1.4	Human Resources	8,476	-	-	8,476	8,531	(55)
1.5	Strategic Services	6,733	-	-	6,733	6,108	625
1.6	Corporate Services	18,679	-	-	18,679	17,418	1,261
1.7	Communications	1,865	-	-	1,865	1,811	54
		37,529	**-**	**-**	**37,529**	**35,855**	**1,674**

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Lapse/Encumbrance
Year ended March 31, 2016

Schedule 3 (Continued)

		Voted Estimate [1]	Supplementary Estimate	Adjustments [2]	Adjusted Voted Estimate	Voted Actuals [3]	Unexpended (Over Expended) [4]
		(in thousands)					
2	**Employment and Income Support**						
2.1	Program Planning and Delivery	154,091	-	-	154,091	149,348	4,743
2.2	Income Support to Learners	49,011	-	-	49,011	40,887	8,124
2.3	Income Support to People Expected to Work or Working	231,187	-	-	231,187	253,704	(22,517)
2.4	Income Support to People with Barriers to Full Employment	210,411	-	-	210,411	217,346	(6,935)
2.5	Career Development Services	39,793	-	-	39,793	39,448	345
2.6	Basic Skills and Academic Upgrading	22,892	-	-	22,892	21,667	1,225
2.7	Disability Related Employment Supports	6,247	-	-	6,247	4,282	1,965
2.8	Training for Work	48,292	-	-	48,292	43,843	4,449
2.9	Workforce Partnerships	1,614	-	-	1,614	2,917	(1,303)
		763,538	**-**	**-**	**763,538**	**773,442**	**(9,904)**

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Lapse/Encumbrance
Year ended March 31, 2016

Schedule 3 (Continued)

		Voted Estimate [1]	Supplementary Estimate	Adjustments [2]	Adjusted Voted Estimate	Voted Actuals [3]	Unexpended (Over Expended) [4]
		(in thousands)					
3	**Child Intervention**						
3.1	Program Planning and Delivery	27,068	-	-	27,068	23,464	3,604
3.2	Child Intervention Services	471,660	-	-	471,660	466,608	5,052
3.3	Supports for Permanency	54,828	-	-	54,828	56,856	(2,028)
3.4	Foster Care Support	170,515	-	-	170,515	174,265	(3,750)
3.5	Protection of Sexually Exploited Children	6,088	-	-	6,088	5,844	244
		730,159	**-**	**-**	**730,159**	**727,037**	**3,122**
4	**Child Care**						
4.1	Program Planning and Delivery	4,314	-	-	4,314	2,921	1,393
4.2	Child Care Subsidy and Supports	191,401	-	-	191,401	183,638	7,763
4.3	Child Care Accreditation	101,182	-	-	101,182	100,180	1,002
		296,897	**-**	**-**	**296,897**	**286,739**	**10,158**
5	**Assured Income for the Severely Handicapped**						
5.1	Program Planning and Delivery	34,266	-	-	34,266	33,341	925
5.2	Financial Assistance Grants	916,294	-	-	916,294	922,107	(5,813)
		950,560	**-**	**-**	**950,560**	**955,448**	**(4,888)**
6	**Support to Persons with Disabilities**						
6.1	Program Planning and Delivery	823	-	-	823	615	208
6.2	Persons with Developmental Disabilities - Operating Supports	158,008	-	-	158,008	166,965	(8,957)
6.3	Persons with Developmental Disabilities - Community Supports	611,710	-	-	611,710	615,500	(3,790)
6.4	Persons with Developmental Disabilities - Employment Supports	31,478	-	-	31,478	30,686	792
6.5	Persons with Developmental Disabilities - Direct Operations	58,447	-	-	58,447	47,180	11,267
6.6	Provincial Disability Supports Initiatives	23,121	-	-	23,121	20,697	2,424
6.7	Premier's Council on the Status of Persons with Disabilities	865	-	-	865	475	390
6.8	Family Support for Children with Disabilities	157,460	-	-	157,460	164,157	(6,697)
6.9	Fetal Alcohol Spectrum Disorder Initiatives	23,993	-	-	23,993	9,920	14,073
		1,065,905	**-**	**-**	**1,065,905**	**1,056,195**	**9,710**

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Lapse/Encumbrance
Year ended March 31, 2016

Schedule 3 (Continued)

		Voted Estimate [1]	Supplementary Estimate	Adjustments [2]	Adjusted Voted Estimate	Voted Actuals [3]	Unexpended (Over Expended) [4]
		(in thousands)					
7	**Public Guardian and Trustee Services**						
7.1	Public Guardian Services	12,704	-	-	12,704	12,584	120
7.2	Public Trustee	17,336	-	-	17,336	16,644	692
		30,040	**-**	**-**	**30,040**	**29,228**	**812**
8	**Family and Community Support Services**	**101,131**	**-**	**-**	**101,131**	**100,904**	**227**
9	**Homeless and Outreach Supports**						
9.1	Program Planning and Delivery	4,913	-	-	4,913	4,250	663
9.2	Interagency Council on Homelessness	656	-	-	656	332	324
9.3	Homeless Shelters	37,623	-	-	37,623	40,549	(2,926)
9.4	Women's Shelters	48,978	-	-	48,978	49,189	(211)
9.5	Outreach Support Services	85,771	-	-	85,771	81,736	4,035
		177,941	**-**	**-**	**177,941**	**176,056**	**1,885**
10	**Common Service Access**	**15,081**			**15,081**	**14,650**	**431**
11	**Early Intervention Services for Children and Youth**						
11.1	Early Intervention and Early Childhood Development	79,192	-	-	79,192	83,231	(4,039)
11.2	Youth in Transition	8,521	-	-	8,521	7,356	1,165
11.3	Child and Family Research	1,666	-	-	1,666	-	1,666
11.4	Alberta's Promise	900	-	-	900	788	112
		90,279	**-**	**-**	**90,279**	**91,375**	**(1,096)**
12	**Family and Community Safety**						
12.1	Prevention of Family Violence	12,095	-	-	12,095	7,723	4,372
12.2	Promoting Healthy Relationships and Preventing Bullying	2,095	-	-	2,095	1,877	218
12.3	Sexual Violence Prevention Services	2,734	-	-	2,734	-	2,734
12.4	Family and Community Safety Program	19,761	-	-	19,761	19,770	(9)
		36,685	**-**	**-**	**36,685**	**29,370**	**7,315**

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Lapse/Encumbrance
Year ended March 31, 2016

Schedule 3 (Continued)

		Voted Estimate [1]	Supplementary Estimate	Adjustments [2]	Adjusted Voted Estimate	Voted Actuals [3]	Unexpended (Over Expended) [4]
		(in thousands)					
13	**2013 Alberta Flooding**						
13.1	Administrative and Capacity Support	1,400	-	-	1,400	406	994
		1,400	**-**	**-**	**1,400**	**406**	**994**
Total		**$ 4,297,145**			**$ 4,297,145**	**$ 4,276,705**	**$ 20,440**
Lapse/(Encumbrance)							**$ 20,440**
Program - Financial Transactions (Acquisition of Inventory)							
6.5	Persons with Developmental Disabilities - Direct Operations	$ 680	$ -	$ -	$ 680	$ -	$ 680
Lapse/(Encumbrance)							**$ 680**
Program - Capital Investment							
1.4	Ministry Support Services - Human Resources	$ -	$ -	$ -	$ -	$ 7	$ (7)
1.6	Ministry Support Services - Corporate Services	549	-	-	549	481	68
2.1	Employment and Income Support - Program Planning and Delivery	2,869	-	-	2,869	2,517	352
3.1	Child Intervention - Program Planning and Delivery	2,775	-	-	2,775	3,118	(343)
3.2	Child Intervention Services	-	-	-	-	98	(98)
6.2	Persons with Developmental Disabilities - Operating Supports	30	-	-	30	-	30
6.5	Persons with Developmental Disabilities - Direct Operations	578	-	-	578	124	454
Total		**$ 6,801**	**$ -**	**$ -**	**$ 6,801**	**$ 6,345**	**$ 456**
Lapse/(Encumbrance)							**$ 456**

[1] As per "Expense Vote by Program", "Capital Investment Vote by Program" and "Financial Transaction Vote by Program" page of 2015-16 Government Estimates.
[2] Adjustments include encumbrances, capital carry forward amounts and credit or recovery increases approved by Treasury Board and credit or recovery shortfalls. An encumbrance is incurred when, on a vote by vote basis, the total of actual disbursements in the prior year exceed the total adjusted estimate. All calculated encumbrances from the prior year are reflected as an adjustment to reduce the corresponding voted estimate in the current year.
[3] Actuals exclude non-voted amounts such as amortization and valuation adjustments, in the amount of $20,989.
[4] Unexpended amount includes dedicated revenue lapsed funds of $452 in Targeted Initiative for Older Workers.

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Lottery Fund Estimates
Year ended March 31, 2016

Schedule 4

	2016 Lottery Fund Estimates	2016 Actual	Unexpended (Over Expended)
		(in thousands)	
Training for Work	$ 400	$ 400	$ -
Family and Community Support Services	52,000	52,000	-
Fetal Alcohol Spectrum Disorder Initiatives	12,000	9,920	2,080
Family and Community Safety	6,500	6,500	-
	$ 70,900	$ 68,820	$ 2,080

The revenue of the Lottery Fund was transferred to the Department of Treasury Board and Finance on behalf of the General Revenue Fund in 2015-16. Having been transferred to the General Revenue Fund, these monies then become part of the ministry's supply vote. This table shows details of the initiatives within the ministry that were funded by the Lottery Fund and compares it to the actual results.

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Salary and Benefits Disclosure - Ministry
Year ended March 31, 2016

Schedule 5

	2016				2015
	Base Salary [1]	Other Cash Benefits [2]	Other Non-Cash Benefits [3]	Total	Total
	(in thousands)				
Senior Official					
Deputy Minister	$ 311	$ 8	$ 79	$ 398	$ 380
Executives					
Chief Strategy Officer [4]	94	35	24	153	186
Chief Delivery Officer	221	3	58	282	273
Assistant Deputy Ministers					
Disability Services [5]	216	-	56	272	237
Employment and Financial Services [6]	202	2	53	257	245
Child and Family Services	202	-	53	255	255
Early Childhood and Community Supports	202	-	53	255	236
Strategic Technology and Data Integration	202	25	28	255	141
Corporate Services	201	-	53	254	238
Family Violence Prevention and Homeless Supports	192	-	50	242	227
Aboriginal Engagement and Strategy	190	-	51	241	230
Common Service Access	189	-	50	239	233
Planning and Quality Assurance	189	-	49	238	220
Policy and Community Engagement [7]	161	-	43	204	206
Executive Director, Human Resources [8]	165	-	43	208	204

[1] Base salary includes regular salary and earnings such as acting pay.

[2] Other cash benefits include vacation payouts, severance, car allowance and lump sum payments. There were no bonuses paid in 2016.

[3] Other non-cash benefits include government's share of all employee benefits and contributions or payments made on behalf of employees including pension, supplementary retirement plans, health care, dental coverage, group life insurance, short and long term disability plans, professional memberships and tuition fees.

[4] The position was occupied until September 4, 2015.

[5] The position was occupied by 2 individuals during the year. The occupancy of the position changed on September 24, 2015.

[6] The position was occupied by 2 individuals during the year. The occupancy of the position changed on February 14, 2016.

[7] The position was occupied by 2 individuals during the year. The occupancy of the position changed on April 20, 2015, and the position was occupied until February 29, 2016.

[8] The position was occupied by 2 individuals during the year. The occupancy of the position changed on April 7, 2015.

SCHEDULE TO FINANCIAL STATEMENTS
Related Party Transactions **Schedule 6**
Year ended March 31, 2016
(in thousands)

Related parties are those entities consolidated or accounted for on the modified equity basis in the Province of Alberta's financial statements. Related parties also include management personnel in the ministry.

The Ministry and its employees paid or collected certain taxes and fees set by regulation for premiums, licences and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this schedule.

The ministry had the following transactions with related parties recorded on the Statement of Operations and Statement of Financial Position at the amount of consideration agreed upon between the related parties:

	Other Entities	
	2016	2015 (Restated Note 4)
Revenues:		
Ministry of Health	$ 174	$ 2
Expenses:		
Ministry of Advanced Education	$ 6,777	$ 7,837
Ministry of Education	7,708	7,179
Ministry of Treasury Board and Finance	1,860	1,949
Ministry of Health	11,677	9,774
Ministry of Culture and Tourism	7	-
Ministry of Service Alberta	10,845	6,819
	$ 38,874	$ 33,558
Tangible Capital Assets Transferred out		
Ministry of Labour	-	124
	$ -	$ 124
Net Receivable (Payable)		
Ministry of Advanced Education	$ (1,295)	$ (1,040)
Ministry of Treasury Board and Finance	-	-
Ministry of Health	(5,717)	(5,898)
Ministry of Education	(243)	(23)
Ministry of Service Alberta	(1)	-
Ministry of Labour	81	-
	$ (7,175)	$ (6,961)

SCHEDULE TO FINANCIAL STATEMENTS
Related Party Transactions **Schedule 6 (Continued)**
Year ended March 31, 2016
(in thousands)

	Other Entities	
	2016	2015 (Restated Note 4)
Contractual Obligations		
Ministry of Advanced Education	$ 3,498	$ 1,660

The above transactions do not include support service arrangement transactions disclosed in Schedule 2.

The ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements and are disclosed in Schedule 7.

	Other Entities	
	2016	2015 (Restated Note 4)
Expenses - Incurred by Others:		
Accommodation	$ 75,586	$ 83,290
Legal Services	10,951	10,772
Business Services	12,544	12,964
	$ 99,081	$ 107,026

MINISTRY OF HUMAN SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Allocated Costs **Schedule 7**
Year ended March 31, 2016
(in thousands)

Program	2016 Expenses[1]	2016 Expenses - Incurred by Others: Accommodation Costs[2]	2016 Expenses - Incurred by Others: Legal Services[3]	2016 Expenses - Incurred by Others: Business Services[4]	2016 Total Expenses	2015 (Restated Note 4) Total Expenses
Ministry Support Services	$ 36,000	$ 3,073	$ 1,013	$ 510	$ 40,596	$ 42,390
Employment and Income Support	781,544	14,595	635	2,418	799,192	747,995
Child Intervention	738,495	31,651	8,202	5,264	783,612	759,708
Child Care	287,197	1,852	12	307	289,368	283,055
Assured Income for the Severely Handicapped	955,513	3,473	299	575	959,860	922,106
Support to Persons with Disabilities	1,056,783	14,585	330	2,416	1,074,114	1,067,540
Public Guardian and Trustee Services	29,340	2,833	384	470	33,027	32,246
Family and Community Support Services	100,909	60	-	10	100,979	76,629
Homeless and Outreach Supports	176,074	851	55	141	177,121	163,383
Common Service Access	14,664	1,682	20	279	16,645	16,870
Early Intervention Services for Children and Youth	91,387	310	-	51	91,748	96,295
Family and Community Safety	29,382	621	1	103	30,107	21,715
2013 Alberta Flooding	406	-	-	-	406	3,589
	$ 4,297,694	$ 75,586	$ 10,951	$ 12,544	$ 4,396,775	$ 4,233,521

(1) Expenses - Directly Incurred as per the Statement of Operations.

(2) Accommodation costs (includes grants in lieu of taxes), which were paid by the Ministry of Infrastructure represent the ministry's building costs allocated by the number of employees per program.

(3) Costs for Legal Services, which were paid by the Ministry of Justice and Solicitor General, are based on specific amounts for each program.

(4) Costs shown for Business Services include charges for IT support, vehicles, air transportation, internal audit services and other services on Schedule 6, allocated by costs in certain programs.

Ministry of Human Services
Statement of Remissions, Compromises and Write-Offs
For the Year Ending March 31, 2016

The following Statement has been prepared pursuant ot section 23 of the *Financial Administration Act*. The Statement includes all Remissions, Compromises and Write-offs of the Ministry of Human Services made or approved during the Fiscal Year.

	(in thousands)
Remissions under section 21 of the *Financial Administration Act*:	$ -
Compromises under section 22 of the *Financial Administration Act*:	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	6
Bankruptcies:	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	180
Learners/Child Care	25
Sub total	205
Write-Offs:	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	4,727
Learners	15,995
Child Care Subsidy	416
Other	210
Sub total	21,348
TOTAL	**21,559**

Office of the Public Guardian and Trustee

Estates and Trusts

Financial Statements

Year Ended March 31, 2016

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE

ESTATES AND TRUSTS

MARCH 31, 2016

Management's Report

Independent Auditor's Report

Statement of Operations

Statement of Financial Position

Statement of Change in Net Financial Assets

Statement of Cash Flows

Statement of Remeasurement Gains and Losses

Notes to the Financial Statements

Management's Report

Management's Responsibility for the Financial Statements

The financial statements have been prepared by management in accordance with Canadian public sector accounting standards for all areas except trust assets under administration. The integrity and objectivity of these statements are management's responsibility. Management is also responsible for all of the notes to the financial statements and schedules, and for ensuring that this information is consistent, where appropriate, with the information contained in the financial statements.

Management is also responsible for implementing and maintaining a system of internal controls to provide reasonable assurance that reliable financial information is produced.

The Public Trustee is responsible for ensuring that management fulfills its responsibilities for financial reporting and internal control and exercises these responsibilities through the Office of the Public Guardian and Trustee. The Public Trustee reviews external audited financial statements annually.

The external auditor, Auditor General of Alberta, conducts an independent examination, in accordance with Canadian auditing standards, and expresses their opinion on the financial statements. The external auditor has full and free access to financial management of the Office of the Public Guardian and Trustee and meets when required.

On behalf of the Office of the Public Guardian and Trustee

[Original signed by Susan Taylor]

Susan Taylor
Assistant Deputy Minister
Community Services and
Supports Division
Human Services

[Original signed by Barb Martini]

Barb Martini
Public Trustee
Office of the Public Guardian and Trustee

May 13, 2016

AUDITOR GENERAL
Alberta

Independent Auditor's Report

To the Minister of Human Services

Report on the Financial Statements

I have audited the accompanying financial statements of the Office of the Public Guardian and Trustee, Estates and Trusts, which comprise the statement of financial position as at March 31, 2016, and the statement of operations, change in net financial assets, remeasurement gains and losses, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information. The financial statements have been prepared by management using the described basis of accounting in Note 2.

Management's Responsibility for the Financial Statements

Management is responsible: for determining that the described basis of accounting is acceptable in the circumstances; for preparing and fairly presenting these financial statements in accordance with the accounting policies described in Note 2; and for such internal control as management determines is necessary to enable preparing financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements present fairly, in all material respects, the financial position of the Office of the Public Guardian and Trustee, Estates and Trusts as at March 31, 2016, and the results of its operations, its changes in net financial assets, its remeasurement gains and losses, and its cash flows for the year then ended in accordance with the basis of accounting described in Note 2.

Basis of Accounting

Without modifying my opinion, I draw attention to Note 2 to the financial statements, which describes the basis of accounting. The financial statements are prepared to account for assets held in trust under the *Public Trustee Act*. The financial statements are prepared in accordance with the described basis of accounting and, therefore, may not be suitable for another purpose.

[Original signed by Merwan N. Saher FCPA, FCA]

Auditor General

May 31, 2016

Edmonton, Alberta

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
ESTATES AND TRUSTS
STATEMENT OF OPERATIONS
Year Ended March 31, 2016

	2016	2015
	(in thousands)	
Revenues		
Interest and Dividends (Note 5)	$ 13,040	$ 13,998
Pensions, Benefits and Settlements	111,761	112,012
Common Fund Realized Gains	3,819	2,546
	128,620	128,556
Expenses		
Client Care and Maintenance	78,657	72,781
Administrative Fees (Note 12)	5,571	5,004
Management Fees	1,833	953
Transfer to General Revenue Fund (Note 12)	620	283
	86,681	79,021
Net Income	$ 41,939	$ 49,535

The accompanying notes and schedules are an integral part of these financial statements

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
ESTATES AND TRUSTS
STATEMENT OF FINANCIAL POSITION
As at March 31, 2016

	2016	2015
	(in thousands)	
Financial Assets		
Cash and Cash Equivalents (Note 7)	$ 9,928	$ 11,580
Interest and Dividends Receivable	3,618	3,812
Common Fund Investments (Note 8)	499,291	506,184
Other Trust Assets Under Administration (Note 9(a))	139,604	127,467
	652,441	649,043
Liabilities		
Accounts Payable and Accrued Liabilities (Note 10)	764	427
Clients' Accounts, Mortgages, and Loans Payable (Note 11)	47,881	41,316
	48,645	41,743
	603,796	607,300
Accumulated Remeasurement Gains	16	3,650
Net Financial Assets	$ 603,780	$ 603,650

Contingent Liabilities (Note 13)

The accompanying notes and schedules are an integral part of these financial statements

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
ESTATES AND TRUSTS
STATEMENT OF CHANGE IN NET FINANCIAL ASSETS
Year ended March 31, 2016

	2016			2015		
	(in thousands)					
	Clients' Equity	Accumulated Surplus	Total	Clients' Equity	Accumulated Surplus	Total
Net Financial Assets, Opening	$ 526,797	$ 76,853	$ 603,650	$ 513,633	$ 73,119	$ 586,752
Net Income	-	41,939	41,939	-	49,535	49,535
Allocated to Clients for Future Distribution:						
Interest from Common Fund Earnings (Note 1(d))	10,895	(10,895)	-	11,091	(11,091)	-
Excess of Revenues over Expenses (Note 6)	27,904	(27,904)	-	34,710	(34,710)	-
Trust Assets Acquired (Note 9(b))	45,668	-	45,668	43,342	-	43,342
Assets Released to Clients, Beneficiaries and Heirs	(30,758)	-	(30,758)	(30,583)	-	(30,583)
Cash Distributions to Clients, Beneficiaries and Heirs	(56,719)	-	(56,719)	(45,396)	-	(45,396)
Net Financial Assets, End of year	$ 523,787	$ 79,993	$ 603,780	$ 526,797	$ 76,853	$ 603,650

The accompanying notes and schedules are an integral part of these financial statements

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
ESTATES AND TRUSTS
STATEMENT OF CASH FLOWS
Year Ended March 31, 2016

	2016	2015
	(in thousands)	
Operating Transactions		
Net Income	$ 41,939	$ 49,535
Non-cash Items:		
Clients' Interest Income	(371)	(483)
Amortization of Premium and Discounts	4,221	3,749
	45,789	52,801
Decrease (Increase) in Accounts Receivable	194	(448)
Increase (Decrease) in Accounts Payable and Accrued Liabilities	337	(591)
Cash Provided by Operating Transactions	46,320	51,762
Capital Transactions		
Acquisition of Trust Assets	(4,885)	(4,880)
Proceeds on Sale of Trust Assets	14,594	16,389
Cash Provided by Capital Transactions	9,709	11,509
Investing Transactions		
Purchase of Portfolio Investments	(304,970)	(234,153)
Disposal of Portfolio Investments	304,008	215,582
Cash Applied to Investing Transactions	(962)	(18,571)
Financing Transactions		
Distributions to Clients, Beneficiaries and Heirs	(56,719)	(45,396)
Cash Applied to Financing Transactions	(56,719)	(45,396)
Decrease in Cash and Cash Equivalent	(1,652)	(696)
Cash and Cash Equivalents at Beginning of Year	11,580	12,276
Cash and Cash Equivalents at End of Year	$ 9,928	$ 11,580

The accompanying notes and schedules are an integral part of these financial statements

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
ESTATES AND TRUSTS
STATEMENT OF REMEASUREMENT GAINS AND LOSSES
As at March 31, 2016

	2016	2015
	(in thousands)	
Unrealized Gains (Losses) Attributable to:		
Investments	$ (1,059)	$ 182
Foreign Exchange	(15)	1,749
Amounts Reclassified to the Statements of Operations:		
Investments	(1,179)	(607)
Foreign Exchange	(1,381)	(68)
(Decrease) increase in net financial assets	(3,634)	1,256
Accumulated Remeasurement Gains at the Beginning of Year	3,650	2,394
Accumulated Remeasurement Gains at End of Year	$ 16	$ 3,650

The accompanying notes and schedules are an integral part of these financial statements

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
ESTATES AND TRUSTS
NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended March 31, 2016

Note 1 AUTHORITY AND PURPOSE

Office of The Public Trustee of Alberta ("Public Trustee") was established in 1949 pursuant to the *Public Trustee Act* and now operates under the authority of the *Public Trustee Act*, SA 2004, C.P. 44.1, ("the *Act*") and other provincial statutes to protect the financial interests of vulnerable Albertans by administering the estates of represented adults, decedents and minors. Effective April 1, 2014, the Office of the Public Trustee merged with the Office of the Public Guardian creating the Office of the Public Guardian and Trustee (OPGT).

The mandate of the Public Trustee is to:

a) Administer the property and finances of adults who are incapable of managing their financial affairs;

b) Administer the estate of deceased persons

c) Protect property rights of children under eighteen years of age

d) Management of Common Fund

The *Public Trustee Act* Section 31(2) requires (with certain exceptions) that the money received by the Public Trustee for a client be paid into the Common Fund. Section 33(3) requires any amount paid into the Common Fund for a client under section 31(2) be credited to the client's guaranteed account (Schedule 1) with the Public Trustee. Section 31(4) of the *Act* states that no client or other person has any claim to or against the Common Fund except as provided by section 33. Section 33(6) states that the amount outstanding on a client's guaranteed account is a charge against the assets of the Common Fund and is unconditionally guaranteed by the Crown. Section 32(1) of the *Act* states that assets may be transferred out of the Common Fund only as expressly required or permitted under the *Act*.

Section 32(2) allows funds to be transferred out of the Common Fund to pay the client, to pay an expense or a liability of the client. Amounts transferred from the Common Fund under section 32(2) are deducted from the client's guaranteed account.

Section 34 of the *Act* states that the Public Trustee, in accordance with the *Public Trustee Investment Regulation (Regulation)*, sets the interest rate to be credited to client guaranteed accounts.

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
ESTATES AND TRUSTS
NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended March 31, 2016

Note 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

(a) Basis of Financial Reporting

The financial statements have been presented to report on Office of the Public Guardian and Trustee's fiduciary responsibilities in respect of the administration of client trusts and estates and Common Fund as required under the *Public Trustee Act* and the *Public Trustee Investment Regulation*.

These financial statements reflect the operations of the Common Fund and the assets held in trust and activity for the estates and trusts administered by Office of the Public Guardian and Trustee (OPGT).

The operating costs of Office of the Public Guardian and Trustee are paid by the Ministry of Human Services. As such, the operating costs are not included in these statements and can be found in the financial statements of the Ministry.

All balances except for other trust assets under administration have been prepared in accordance with Canadian public sector accounting standards. The accounting policies for other trust assets are described in Note 2(c).

(b) Common Fund Investments

Common Fund investments consist of bonds, debentures, mortgages, asset backed securities, shares and Exchange Traded Funds (ETF). The carrying value of all financial instruments included in the Common Fund is measured at cost or fair value to correspond with how they are evaluated and managed. The long term investments, except shares and ETF, are reported at amortized costs less any write-down associated with a loss in value that is other than a temporary decline. Discounts and premiums arising on the purchase of fixed income securities are amortized over the term of the investment. Shares and ETF are stated at market value determined with reference to quoted market value.

Short-term investments are stated at cost, which approximates market value.

Forward foreign currency contracts are held to protect the fund from foreign currency exchange risk. Forward foreign exchange contracts are valued based on quoted market prices.

Unrealized gains and losses are recorded in the statement of remeasurement gains and losses.

When a financial instrument is derecognized, the cumulative amount of the remeasurement gain or loss previously reported is reversed and the gain or loss on the disposal of units held by the Common Fund is recognized in the statements of operations.

Disclosure of the hierarchy of inputs used in the determination of fair value for investments is reported according to the following levels:

(a) Level one: fair value is based on quoted prices in an active market.

Note 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (cont'd)

(b) Level two: fair value is based on model-based valuations methods for which all significant assumptions are observable in the market or quoted prices for similar but not identical assets.

(c) Level three: fair value is based on valuation methods where inputs that are based on non-observable market data have a significant impact on the valuation.

Reporting Entity

These financial statements reflect the assets and liabilities of the Common Fund and estates and trusts under the administration of the Public Guardian and Trustee of Alberta. In addition, these financial statements reflect the annual changes in those assets and liabilities including:

i) Revenues earned on behalf of clients;
ii) Income received on behalf of clients;
iii) New client account additions;
iv) Released client withdrawals
v) Payment made on behalf of clients; and
vi) Administration fees payable to the Ministry of Human Services

The clients' equity represents funds that are available for distribution to the beneficiaries of clients or clients.

Revenues

Revenues are recognized in the period in which the transactions or events occurred that gave rise to the revenues. All revenues are recorded on an accrual basis, except when the accruals cannot be determined with a reasonable degree of certainty or when their estimation is impracticable. The amount not received prior to the year-end is reported as accounts receivable. Purchase price premiums or discounts are amortized on a straight-line basis over the remaining term of the investment. Realized gains and losses on the disposition of Common Fund investments are recorded on the date of trade of the disposal transaction.

A portion of revenues generated by Common Fund investments are credited to clients' equity. Section 34 of the Act states that the Public Trustee shall set the interest rate for each category of guaranteed accounts in accordance with the Regulation. The interest is calculated on the minimum daily balance of each client's account according to the Regulation and is credited to the client's account monthly. The interest rate as at March 31, 2016 is 2.50% (2015 – 2.50%).

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Note 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (cont'd)

Expenses

All expenses are reported on the accrual basis of accounting. The cost of all goods consumed and services received during the year are expensed. Transfers from the Common Fund to the General Revenue Fund, investment management expenses related to the Common Fund investments, and assurance payments are recorded using the accrual basis of accounting with amounts incurred in the fiscal year but not paid prior to year end reflected as accounts payable and accrued liabilities.

Administrative Fees

Public Trustee fees on all official guardian accounts are calculated and collected in the month of the annual anniversary of the opening of the file. Fees are accrued for the period from the anniversary date to the date of financial statements.

Public Trustee fees for represented adult accounts are calculated and collected annually on the trust's anniversary date. Fees are accrued for the period from the anniversary date to the date of financial statements.

Public Trustee fees on decedent accounts are not collected until the trust or account is distributed. Fees are accrued from the period of the date the trust account was opened until the date of financial statements.

In addition to the above stated administration fees the Public Trustee may, in accordance with section 40(1)(a) of the Act, charge the client any fee that the Public Trustee deems is reasonable for any service. Under section 40(1) (b), the Public Trustee is entitled to collect from the client any expense reasonably incurred on the client's behalf.

Administration fees paid by the clients to OPGT, with the exception of cost recoveries, are remitted to the Minister of Finance and are included in the revenues of the Ministry of Human Services.

Cash and Cash Equivalents

Cash is comprised of cash on hand and demand deposits. Cash equivalents are short-term highly liquid investments that are readily convertible to known amounts of cash and that are subject to an insignificant risk of change in value. Cash equivalents are held for the purpose of meeting short-term commitments rather than for investment purposes.

Note 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (cont'd)

(c) Other Trust Assets Under Administration – Basis of Accounting

Trust assets under administration consist of accounts receivable, investments, real property and other assets that are held outside of the Common Fund. Assets acquired through new clients are recorded as direct increases to net assets and not as revenues. When assets are disposed of back to the beneficiary they are removed from net assets and not recorded as an expense.

Accounts Receivable

Accounts receivable consist of mortgages, loans, external bank account balances prior to the transfer to the Public Trustee, pension plan and other benefit and miscellaneous receivables. The accounts receivable are recorded at their estimated fair value.

Clients' Investments Outside of Common Fund

Clients' investments outside of Common Fund consists of retirement plans, registered disability savings plans (RDSPs), guaranteed investment certificates and deposits, Government bonds, shares and other securities. These assets are valued at fair value based on the information available at the time OPGT assumes responsibility.

On a go forward basis, the cost based approach for investments is considered most appropriate as it is not practical to determine the investment market value. Due to the numerous unique client investments the change in value is not easily measurable and not actively managed by OPGT.

Structured Settlements and Annuities

Structured Settlements and Annuities are recorded at the present value of their guaranteed term. If there is not a guaranteed term, the settlement or annuity is recorded at a nominal value of $1.

Real Property

Real property consisting of land and buildings are tangible capital assets and are recorded at cost. The cost is considered to be the initially recorded fair value based on the property tax assessments and other information at the time OPGT assumes responsibility for the property.

Amortization is not appropriate considering the intention for use as a primary residence for most of the clients.

Note 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (cont'd)

Other Assets

Other assets are stated at amounts determined from information available to OPGT at the date the Trustee assumes responsibility of the assets. Subsequent adjustments are made if additional valuation information is received. If no valuation is available, these assets are recorded at a nominal value of $1.

Clients' Accounts, Mortgages and Loans Payable

Client accounts, mortgages and loans payable represent the administration fees payable to OPGT and the encumbrances of client assets that are payable to independent third parties. These client obligations are settled as client resources become available. In some cases, a client's liabilities exceed the stated value of their assets. These items are included as accounts payable when they have been verified by the creditor and are paid as the resources of the client become available.

Liabilities

All liabilities are recorded at their estimated fair value at the date of assumption of the liability.

The carrying value of all liabilities approximates their fair value.

Net Assets

Net assets represent the difference between the carrying value of assets held by OPGT and its liabilities.

Financial Assets

Financial assets are assets that could be used to discharge existing liabilities or finance future operations.

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of cash and cash equivalents, interest and dividends receivable, accounts payable, accrued liabilities and clients' accounts are estimated to approximate their carrying values because of the short-term nature of these instruments. Fair values of mortgages and loans payable are not reported due to there being no organized financial market for the instruments and it is not practicable within constraints of timeliness or cost to estimate the fair value with sufficient reliability.

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Note 3 MEASUREMENT UNCERTAINTY

Measurement uncertainty exists when there is a variance between the recognized or described amount and another reasonably possible amount. In particular, the fair value of many assets is estimated at the time that OPGT assumes the responsibility for the assets. Actual results could differ from those estimates.

Use of Estimates

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amount of assets and liabilities at the date of the financial statements and the reported amounts revenues and expenses for the reported period. Actual results could differ from management's best estimates as additional information becomes available in the future.

Note 4 BUDGET

Budget amounts have not been disclosed as Public Guardian and Trustee's nature of operations does not provide for relevant budget amounts to be reasonably determined.

Note 5 INTEREST AND DIVIDENDS

	2016	2015
	(in thousands)	
Interest and Dividends from Common Fund Investments	$ 12,669	$ 13,515
Interest and Dividends from Clients' Investments outside of Common Fund	371	483
Interest and Dividends	$ 13,040	$ 13,998

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Note 6 EXCESS OF REVENUES OVER EXPENSES - ALLOCATED TO CLIENTS FOR FUTURE DISTRIBUTION

	2016	2015
	(in thousands)	
Interest and Dividends from Clients' Investments outside of Common Fund (Note 5)	$ 371	$ 483
Pension, Benefits and Settlements	111,761	112,012
Total Revenues	112,132	112,495
Client Care and Maintenance	78,657	72,781
Administrative Fees	5,571	5,004
Total Expenses	84,228	77,785
Excess of Revenues over Expenses - Allocated to Clients for Future Distribution	$ 27,904	$ 34,710

Note 7 CASH AND CASH EQUIVALENTS

	2016	2015
	(in thousands)	
Operating Bank Accounts	$ 7,824	$ 9,493
Consolidated Cash Investment Trust Fund (CCITF)	2,104	2,087
Total	$ 9,928	$ 11,580

Cash and Cash Equivalents in the Consolidated Cash Investment Trust Fund (CCITF) is administered by the Ministry of Treasury Board and Finance with the objective of providing competitive interest income to depositors while maintaining maximum security and liquidity of depositors' capital. The portfolio comprises high quality short-term and mid-term fixed-income securities with a maximum term-to-maturity of three years. As at March 31, 2016, securities held by the CCITF have a time-weighted rate of return of 0.83% per annum (2015 – 1.18% per annum).

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Note 8 COMMON FUND INVESTMENTS

	Cost or Amortized Cost		Quoted Market Value	
	2016	2015	2016	2015
	(in thousands)		(in thousands)	
Items at Cost or Amortized Cost				
Interest Bearing Securities	$ 472,688	$ 469,433	$ 482,181	$ 485,276
Items at Fair Value				
Equities Listed in Active Market	17,602	18,529	17,602	18,529
Others Designated to Fair Value	9,001	18,222	9,001	18,222
	26,603	36,751	26,603	36,751
Total Common Fund Investments	$ 499,291	$ 506,184	$ 508,784	$ 522,027

Fair Value Hierarchy

The table below provides a summary of management's estimate of the relative reliability of data or inputs used by OPGT to measure the fair value of OPGT's investments. The measure of reliability is determined based on the following three levels:

Level One: Fair value is based on unadjusted quoted prices in active markets for identical assets or liabilities traded in active markets. Level one includes primarily traded listed equity investments.

Level Two: Fair value is based on valuation methods that make use of inputs, other than quoted prices included within level one, that are observable by market participation either directly through quoted prices for similar but not identical assets or indirectly through observable market information used in valuation models. Level two primarily includes debt securities and derivative contracts not traded on a public exchange and public equities not traded in an active market. For these investments, fair values are either derived from a number of prices that are provided by independent pricing sources or from pricing models that use observable market data such as swap curves and credit spread.

Note 8 COMMON FUND INVESTMENTS (cont'd)

Level Three: Fair value is based on valuation methods where inputs that are based on non-observable market data have a significant impact on the valuation. For these investments trading activity is infrequent and fair values are derived using valuation techniques.

	Level One	Level Two	Level Three	Total
Equities Listed in Active Market	$ 17,602	$ -	$ -	$ 17,602
Others Designated To Fair Value Category	9,001	-	-	9,001
March 31, 2016 - Total Amount	$ 26,603	$ -	$ -	$ 26,603

Financial Risk Management

OPGT is exposed to financial risks associated with the underlying securities held in the investment funds. These financial risks include credit risk, market risk and liquidity risk. Credit risk relates to the possibility that a loss may occur from the failure of another party to perform according to the terms of a contract. Market risk is comprised of currency risk, interest rate risk and price risk. Liquidity risk is the risk the Fund will not be able to meet its obligations as they fall due.

OPGT investments are managed in accordance with the Statement of Investment Policies and Goals (SIP&G). The policy and goals are designed to mitigate risks by placing restrictions on the overall content, quality and quantity of permitted investments. Pursuant to the policy and goals, the investments are high quality, highly rated fixed income securities, equity investments in Canadian and foreign currency and mortgages. Exposure to foreign currencies has provided diversification benefits.

OPGT works with an investment advisor and an investment manager that actively manages the asset class allocations based on the policies and goals in the SIP&G. On a quarterly basis, the investment manager provides performance and compliance reports and meets with the Public Guardian and Trustee and investment advisor.

(a) Credit Risk

Counterparty credit risk is the risk of loss arising from the failure of a counterparty to fully honor its financial obligations with OPGT. The credit quality of financial assets is generally assessed by reference to external credit ratings. Credit risk can also lead to losses when issuers and debtors are downgraded by credit rating agencies usually leading to a fall in the fair value of the counterparty's obligations. Credit risk exposure for financial instruments is measured by the positive fair value of the contractual obligations with counterparties. The fair value of all investments is directly or indirectly impacted by credit risk to some degree. OPGT's investments in debt securities are with counterparties considered to be investment grade.

Note 8 COMMON FUND INVESTMENTS (cont'd)

(b) Foreign Currency Risk

OPGT is exposed to foreign currency risk associated with 2.3% (March 31, 2015 - 1.2%) of the underlying securities held in the Common Fund investments. Foreign currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates. The fair value of investments denominated in foreign currencies is translated into Canadian dollars using the reporting date exchange rate.

(c) Interest Rate Risk

OPGT is exposed to interest rate risk associated with the underlying interest-bearing securities held in the investment funds. Interest rate risk relates to the possibility that the fair value of investments will change due to future fluctuations in market interest rates. In general, investment returns from bonds and mortgages are sensitive to changes in the level of interest rates, with longer term interest bearing securities being more sensitive to interest rate changes than shorter-term bonds. If interest rates increased by 1%, and all other variables are held constant, the potential loss in fair value to OPGT would be approximately 2.8% (March 31, 2015 – 2.9%) of total investments.

Approximately nil (March 31, 2015 - 1.3%) of interest-bearing securities are invested with variable interest rate with minimum interest rate risk exposure.

(d) Price Risk

Price risk relates to the possibility that equity investments will change in fair value due to future fluctuations in market prices caused by factors specific to an individual equity investment or other factors affecting all equities traded in the market. OPGT is exposed to price risk associated with the underlying equity investments held in investment funds. If equity market indices (S&P/TSX, S&P500, S&P1500 and MSCI ACWI and their sectors) declined by 10%, and all other variables are held constant, the potential loss in fair value to OPGT would be approximately 0.3% (March 31, 2015 – 0.4%) of total investments.

(e) Liquidity Risk

Liquidity risk arises if OPGT should encounter difficulty in meeting obligations associated with its financial liabilities. Liquidity requirements of OPGT are met through income generated from investments, clients' revenues and by investing in publicly traded liquid assets traded in active market that are easily sold and converted to cash. These sources of cash are used to pay clients' obligations, their operating expenses and settle clients' final payments associated with the termination of OPGT's responsibilities towards clients.

OPGT currently has minimal liquidity risk.

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Note 9 OTHER TRUST ASSETS UNDER ADMINISTRATION

(a) Trust assets under administration consist of:

	2016	2015
	(in thousands)	
Accounts Receivable	$ 5,904	$ 6,091
Clients' Investments Outside the Common Fund	55,286	49,596
Structured Settlements and Annuities	46,659	40,513
Real Property	28,613	28,569
Other Assets	3,142	2,698
Total Other Trust Assets Under Administration	$ 139,604	$ 127,467
Clients' Accounts, Mortgages, and Loans Payable	(47,881)	(41,316)
Other Trust Assets Under Administration, net	$ 91,723	$ 86,151
Increase in Other Trust Assets Under Administration, net	$ 5,572	$ 1,733

(b) Trust Assets Acquired

	2016	2015
	(in thousands)	
Increase in Other Trust Assets Under Administration, net (Note 9(a))	$ 5,572	$ 1,733
Add back:		
Assets Released to Clients, Beneficiaries and Heirs	30,758	30,583
Proceeds on Sale of Trust Assets	14,594	16,389
Less:		
Acquisition of Trust Assets	(4,885)	(4,880)
Interest received from Investments Outside of Common Fund	(371)	(483)
Trust Assets Acquired	$ 45,668	$ 43,342

Note 10 ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2016	2015
	(in thousands)	
Transfer from Common Fund to the General Revenue Fund	$ 620	$ 283
Accrued Investment Fees and Other Payable	144	144
Accounts Payable and Accrued Liabilities	$ 764	$ 427

Note 11 CLIENTS' ACCOUNTS, MORTGAGES AND LOANS PAYABLE

	2016	2015
	(in thousands)	
Administrative fees payable	$ 7,487	$ 7,865
Accounts payable	36,024	10,125
Mortgages and loans payable	4,370	23,326
Clients' Accounts, Mortgages and Loans Payable	$ 47,881	$ 41,316

The five year repayment schedule for Mortgage and loans payable is not presented due to the uncertainty in timing for the clients' account settlements.

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Note 12 RELATED PARTY TRANSACTIONS

	2016	2015
	(in thousands)	
Statement of Financial Position		
Transfer from Common Fund to the General Revenue Fund	$ 620	$ 283
Administration Fees Payable (included in Clients' Accounts, Mortgages and Loans Payable)	$ 7,487	$ 7,865
Statement of Operations		
Administration fees for the year ended March 31	$ 5,571	$ 5,004
Transfer from Common Fund to the General Revenue Fund for the year ended March 31	$ 620	$ 283

Transfers to the General Revenue Fund consist of system development costs and management fees.

Estate administration fees charged to clients' accounts, with the exception of cost recoveries, are remitted to the Minister of Finance and are included in the revenues of the Ministry of Human Services.

The operating costs of the Public Trustee portion of OPGT are included in the financial statements of the Ministry of Human Services. For the year ended March 31, 2016, those operating costs were $15,965 (2015 - $15,141).

Note 13 CONTINGENT LIABILITIES
(in thousands)

The OPGT has been named in three (2015: six) claims of which the outcome is not determinable. Three of these claims have specified amounts totalling $27,400 (2015: five claims with a specified amount of $37,600 and one with no specified amount). Three of the claims amounting to $27,400 (2015: six claims totalling to $37,600) are covered in whole or in part by the Alberta Risk Management Fund. The resolution of indeterminable claims may result in a liability, if any, that may be significantly lower than the claimed amount.

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Note 14 COMPARATIVE FIGURES

Certain 2015 figures have been reclassified to conform to the 2016 presentation.

Note 15 APPROVAL OF FINANCIAL STATEMENTS

The Public Trustee and the Assistant Deputy Minister of Human Services – Community Services and Supports Division approved these financial statements.

Schedule 1

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Clients' Guaranteed Accounts

	2016	2015
	(in thousands)	
Clients' Equity	$ 523,787	$ 526,797
Clients' Mortgages Loans and Accounts Payable	47,881	41,316
Total Clients' Liabilities and Equity	571,668	568,113
Less: Other Trust Assets Under Administration	139,604	127,467
Clients' Guaranteed Accounts	$ 432,064	$ 440,646

Public Interest Disclosure (Whistleblower Protection) Act

Public Interest Disclosure (Whistleblower Protection) Act

Section 32 of the *Public Interest Disclosure (Whistleblower Protection) Act* requires the chief officer of a department to report annually on all disclosures made to the designated officer of the department, public entity or office of the Legislature for which the chief officer is responsible.

This constitutes the annual report of the chief officer of the department covering the period of April 1, 2015 to March 31, 2016.

Chief Officer Report as at March 31, 2016
There have been no disclosures of wrongdoing filed with the designated officer for the period of April 1, 2015 to March 31, 2016.

Appendix

PERFORMANCE MEASURE SOURCES AND METHDOLOGIES

Desired Outcome One

Alberta families and communities thrive through improved supports by strengthening prevention and addressing the root causes of social and economic challenges

Performance Measure

1.a Percentage of Albertans who have information to better help in situations of family violence or bullying (biennial survey)

Data for this measure is gathered via the Albertans' Perception of Family Violence and Bullying Survey conducted by phone by a third party contracted survey provider, Ipsos Public Affairs. Survey participants included all Albertans aged 16 years and older. The results for this measure are based on survey questions related to exposure to information on family violence and bullying (i.e. having read or seen information about family violence and bullying in the past 12 months) and to what extent this information enabled respondents to help in a family violence or bullying situation. If respondents had indicated they had been exposed to family violence and bullying information, they were asked "*Based on what you read, saw, or heard, would you strongly agree, agree, disagree or strongly disagree that you are now better able to help in a family violence situation or bullying situation*". Respondents were considered to be better able to help if they responded 'agree' or 'strongly agree'.

From January 29 - February 11, 2016, a total of 900 telephone interviews were conducted, including a formal pilot test survey on January 29, 2016. The data collected from the surveys was weighted to ensure the sample's regional and age/gender composition reflects that of the actual Alberta population over the age of 16 years according to 2011 Federal Census data. The margin of error is ± 3.2 percentage points, 19 times out of 20.

1.b Percentage of youth receiving Advancing Futures Bursaries who successfully completed their planned studies during the fiscal year

Advancing Futures takes a strength-based approach to supporting youth and recognizes the potential of students to reach their educational goals, overcome challenges, and obtain meaningful employment. To this end, Advancing Futures provides assistance to youth who have been or continue to be in the care of Human Services to successfully complete high school, post-secondary or apprenticeship programs.

This measure calculates the percentage of youth successfully completing their planned studies (the program the student enrolled in at the beginning of the semester). The results include those students who did not withdraw from the institution they were attending or their award was not "terminated" by Advancing Futures due to lack of attendance or course completion during a school term. The result is from a report generated from the Bursary Information Module, an internal database to track Advancing Futures Bursaries program recipients.

The report identifies the number of students based on the fiscal year (April 1 to March 31) who withdrew and the awards that were terminated during a school year. For those bursary recipients with a start date in the prior fiscal year but a term end date in the later fiscal year after April 30, who are not commencing another planned study in the fiscal year, success is counted in both fiscal years as the student has been successful in two periods of planned studies. The number of withdrawals and terminations is subtracted

from the total number of recipients. The result is then divided by the total number of students who were approved for a bursary during that school term.

$$\% = \frac{\#\text{ total recipients} - \#\text{ withdrawn or terminated}}{\#\text{ total recipients}} \text{ X } 100$$

1.c Percentage of families accessing the Family Support for Children with Disabilities (FSCD) program who indicate the services provided had a positive impact on their family (biennial survey)

As a biennial survey, the most recent available results for this performance measure are from the 2014-15 fiscal year. The next performance measure results will be available in 2016-17.

The result for this measure is obtained through a survey of all families with open files on September 29, 2014 that had received services at some point since June 29 2014. Although the survey was provided to all families, the final valid population size (i.e. total population minus not-in-service telephone numbers, business numbers, individuals who stated they did not receive services from FSCD) was 8,043 people.

The survey was administered to 1,572 people who had accessed services through the FSCD program. The survey response rate was 19.5 per cent (1,572 completed surveys divided by a population of 8,043). The overall margin of error for the survey results was equal to ± 2 per cent, 19 times out of 20.

Respondents had the opportunity to participate by telephone, online or by faxing or mailing in the completed survey. Full survey administration began in October 2014 and was completed in November 2014. Any respondent who requested to be contacted at a more convenient time was accommodated.

An introductory letter to respondents was developed to inform parents of the intention of the study, the voluntary nature of their involvement and the confidentiality of the information they provided to the consultant. The letter explicitly stated that their participation in the survey would in no way affect their status with the program. The letter included a link to the online survey that families could use to complete the survey. Alternatively, families could phone in and request a paper version of the survey to fill out.

Respondents were given approximately two weeks to complete the survey online, request a paper copy or call a toll-free number. Of the 1,572 responses, 24 completed the paper survey, 708 completed it by phone and 840 completed it online. Following this two-week period, respondents who had not yet completed the online survey or requested a paper survey were contacted by telephone and invited to participate.

The online survey was available for completion online from October 3 to November 18, 2014. The survey was hosted on the consultant's web server to ensure confidentiality of responses. Data collection for the telephone survey was conducted between October 3 and November 18, 2014. The exact wording of the question used in the survey was as follows: *"How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your family?"* The possible answers for a respondent to select were (1) Strongly Agree, (2) Agree, (3) Disagree, (4) Strongly Disagree. The combined responses of Strongly Agree and Agree are used to calculate the performance measure result.

Methodological Changes

Methodological variations over the years include:

- The 2014 survey was conducted in the fall, whereas previous administrations occurred in the spring.
- Moved to offering a Census approach in 2012.
- Constant trend towards more technically simple ways of responding to survey (i.e. majority of responses by mail in 2010, by phone in 2012 and online in 2014).
- In 2014, the survey was only mailed to families upon request.
- Tested for the effect of performance measure placement in the survey and observed no difference whether the question was asked at the beginning or at the end of the survey.

1.d Percentage of licensed day care programs and contracted family day home agencies that are accredited or participating in accreditation

Accreditation for eligible day care programs and family day home agencies is a voluntary process in Alberta. Accreditation is granted by the Alberta Association for Accreditation of Early Learning and Care Services. Licensed child care programs and approved family day home agencies that participate in the accreditation start with a self-evaluation activity to review their service, identify areas of improvement, create a quality enhancement plan, and implement developed strategies to achieve the accreditation standards of excellence. The standards of excellence focus on outcomes related to children, families, staff and the community to support children's optimal early learning and development. Upon completion of the self-evaluation process, programs request a site visit whereby the accreditation agency conducts an on-site assessment to collect evidence, interview staff and complete observations to validate support that the accreditation standards have been met. An administrative review is completed every year by the accreditation agency. Accredited programs are expected to maintain the standards and achieve their goals in the quality enhancement plan. Programs undergo a scheduled re-accreditation visit every three years.

Child care programs participating in accreditation are defined as programs that have applied to the accreditation agency and are accredited or are actively working towards becoming accredited. The measure also excludes those programs and agencies that were accredited during the year but did not have an active license or contract on March 31, 2016, or programs that withdrew from the accreditation process.

Data is obtained from the accreditation agency and the Child Care Information System. Child care specialists use this system to maintain current information about the licensing and monitoring of all licensed and approved child care programs, including day care centres and contracted family day home agencies. The result for this measure is based on the number of licensed day care programs and contracted family day home agencies accredited or participating in the accreditation process as of March 31, 2016. The measure is calculated by dividing the sum of all accredited/participating in accreditation licensed day care programs and all accredited/participating in accreditation contracted family day home agencies by the sum of all operational licensed day care programs and all contracted family day home agencies as of March 31, 2016.

$$\% = \frac{\text{\#licensed day care programs and contracted family day home agencies accredited or participating in accreditation}}{\text{total \# of operational licensed day care programs and contracted family day home agencies}} \text{X100}$$

Desired Outcome Two

Albertans receive higher quality programs and services that are more coordinated, seamless and tailored to their needs to maximize their potential

2.a Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services (biennial survey)

As a biennial survey, the most recent available results for this performance measure are from the 2014-15 fiscal year. The next performance measure results will be available in 2016-17.

Persons with Developmental Disabilities (PDD) funds programs and services to help adult Albertans with developmental disabilities to be a part of their communities and live as independently as they can. The result for this measure was derived from a survey conducted every two years by a third party contracted survey provider (Nichols Applied Management for 2014-15). In 2014-15, a written questionnaire was sent by mail to legal guardians, including public and private guardians and/or family members of adults with developmental disabilities receiving assistance from the PDD program. The results for this measure are based on the response to the following indicators: *Services met the person's* needs, *satisfaction that the services provided enhance the person's quality of life*, and *satisfaction that the person's services help him/her to be part of the community as much as he/she wants to* be. The possible answers for a respondent to select were based on a six point scale: *(1) Strongly Agree, (2) Agree, (3) Somewhat Agree, (4) Strongly Disagree, (5) Disagree and (6) Somewhat Disagree.* Respondents were considered to be satisfied if they responded *strongly agree*, *agree* or *somewhat agree*.

A total of 6,726 survey forms were distributed in 2014-15. A total of 1,771 completed surveys were received, representing an overall response rate of 26 per cent. With respect to the performance measure, a total of 1,771 respondents provided valid responses. The survey results are estimated to be accurate to within ± 2.0 per cent, 19 times out of 20.

2.b Service providers' satisfaction with supports and decision-making services provided by the Office of the Public Guardian and Trustee (biennial survey)

The Office of the Public Guardian and Trustee (OPGT) Service Provider Survey is conducted every two years by a third party contracted survey provider, Nichols Applied Management. Data collection for the 2015-16 survey occurred in Fall 2015. In prior years, the survey was conducted primarily by telephone with a mail option for a specific subset (physicians) of service providers. For the 2015-16 survey, when initially contacted by telephone, all service providers were given the option of participating in the survey online or by phone. The survey can be administered in the same manner online or by phone thereby minimizing data collection method bias while accommodating respondent preferences.

The OPGT provided the research firm with a listing of 1,087 service providers. A census survey was conducted, meaning all service providers were invited to participate. A total of 269 (25%) service providers completed the survey and provided a response to the performance measure question: "*Overall, how satisfied are you with the services provided by the Office of the Public Guardian?*" Respondents were asked to use a four-point scale of (1) "Very Satisfied", (2) "Somewhat Satisfied", (3) "Somewhat Dissatisfied", and (4) "Very Dissatisfied". The responses to "Very Satisfied" and "Somewhat Satisfied" are combined in the results to obtain an overall satisfaction rating.

2.c Percentage of clients reporting they are either employed or in further education or training after leaving a skills training program

In 2014-15, a revised methodology was introduced for the Skills Training measure. This methodological change alters the sampling from the prior five-months (i.e program leavers between May 1 to September 30) to twelve months (i.e, program leavers between September 1 to August 31).

This performance measure indicates success levels for participants in skills programs in finding employment or going on to further education or training. The skills programs included are Work Foundations (WF) and Training for Work (TFW). Results for the WF and TFW programs are obtained through the Work Outcomes Reporting Project (WORP) Survey. A third party contracted survey provider (Leger, The Research Intelligence Group for 2015-16) was retained to contact former program participants three months after they leave the WF and the TFW programs. The annual report results are based on contacting former Skills Training participants who left the program between September 1, 2014 and August 31, 2015. The percentage of WF and TFW participants employed post-intervention is obtained from the question, "*What is your current main activity? Are you Employed, Self Employed, In School/Training, Unemployed, Retired?*" The responses that indicate that the participant is employed or in school (i.e. further education) or training are used to calculate the measure result (as shown in the calculation formula below). The sample size for the 2015-16 result is 2,516. The margin of error is 1.95 percentage points, 19 times out of 20.

$$\% = \frac{\sum(\text{employed} + \text{in further education} + \text{training})}{\sum(\text{all respondents})} \text{ X } 100$$

Random sampling of these clients is used unless the population size (i.e. number of individuals utilizing/leaving the program in a given year) is small. In these situations, a census approach is utilized as it is more accurate. All participants selected to be surveyed are initially contacted by telephone. For those who cannot be contacted by phone after 10 attempts, the option to call back the survey company via a toll-free line is offered. Those who cannot participate in the telephone survey are given the option to complete an online version of the survey. The same performance measure question is used in the phone and the online questionnaires. Both phone and online responses are captured in the result calculation.

2.d Percentage of participants employed after leaving Income Support

Results for this measure are obtained through the Work Outcomes Reporting Project (WORP) Survey. People in two categories may qualify for Income Support and are included in the survey:

- people who have difficulty working because of a chronic mental or physical health problem or because of multiple barriers to full employment; and
- people who are looking for work, working or unable to work in the short-term.

A third party contracted survey provider (Leger, The Research Intelligence Group for 2015-16) was retained to contact former Income Support program participants three months after they left the program. The annual report results are based on contacting former Income Support participants who left the

program between September 1, 2014 and August 31, 2015. The results include the participants' employment status as is determined from the question, "*Have you been employed at any time since you stopped receiving social assistance?*". "*Yes*" and "*No*" responses are used to calculate the performance measure result (as shown in the calculation formula below). The sample size for the 2015-16 result is 2,062. The margin of error is ± 2.16 percentage points, 19 times out of 20.

$$\% = \frac{\sum(Yes)}{\sum(Yes + No)} X\ 100$$

Random sampling of these clients is used unless the population size (i.e. number of individuals utilizing/leaving the program in a given year) is small. All participants selected to be surveyed are initially contacted by telephone. For those who cannot be contacted by phone, after 10 attempts, the option to call back the survey company via a toll-free line is offered. Those who cannot participate in the telephone survey are given the option to complete an online version of the questionnaire. The same performance measure question is used in the phone and the online questionnaires. Both phone and online responses are captured in the result calculation.

2.e Percentage of AISH clients accessing Personal Benefits who agree that these benefits help them live more independently

A contracted service provider (Nichols Applied Management for 2015-16) was retained to administer the survey. The data for this performance measure was collected through a telephone survey of randomly selected Assured Income for the Severely Handicapped (AISH) clients. Surveying was undertaken during the first two weeks of February 2016. Respondents are asked four questions about the benefits and services they receive under the AISH program. Using a four-point agreement scale (strongly disagree, disagree, agree, or strongly agree), the respondents are asked to gauge the impact of AISH financial benefits specifically in: meeting their basic needs; managing health issues; being able to live more independently; and being able to get involved in the local community.

The result of the index is based on averaging the number of respondents indicating they either strongly agree or agree that AISH financial benefits assist them in: meeting their basic needs; managing their health issues; being able to live more independently; and being able to get involved in their community.

All AISH Clients

In 2015-16, of the 1,011 randomly selected AISH clients, 599 clients completed the survey. The survey response rate was 54 per cent (599 completed surveys out of 1,011 randomly selected AISH clients). The resulting sample size produces results that are considered accurate to within +/- 4.0 percentage points, 19 times out of 20.

Personal Benefit Recipients

In 2015-16, of the 769 AISH clients with Personal Benefits, 401 completed the survey. The survey response rate was 52 per cent (401 completed surveys divided out of 769 randomly selected AISH clients who received a Personal Benefit). The resulting sample size produces results that are considered accurate to within +/- 4.8 percentage points, 19 times out of 20.

Desired Outcome Three

Greater collaboration between government, communities and Indigenous partners to strengthen services and achieve shared social outcomes

3.a Percentage of children and youth with a new child intervention file who did not have a file closure in the previous 12 months

This measure describes the percentage of children and youth with a new child intervention file who did not have a file closure in the previous 12 months. This includes children and youth that are in care and not in care. The measure result is determined by consulting the Child Youth Information Module (CYIM) and/or the Intervention Services Information System to assess whether children and youth with a file closed (i.e. the conclusion of services under a family enhancement agreement or child protection file) in the previous fiscal year have accessed protective services within 12 months. Only children and youth whose file closure occurred prior to their 17th birthday are included to determine the result.

$$\% = \frac{\text{\# of children who Opened to Child Intervention and Did Not have A Previous Inovelment in the Last 12 Months}}{\text{\# of children Who Opened to Child Interventiont Closure in a fiscal year}} X\ 100$$

3.b Percentage of Indigenous children in foster care/kinship care who are placed with Indigenous families

This measure looks at the placement of Indigenous children in foster or kinship care homes where the foster or kinship family has an Indigenous background. A foster or kinship care family is determined to be Indigenous if the home is denoted as Indigenous or the caregiver's ethnic origin is identified as Indigenous in the Child Youth Information Module and/or Intervention Services Information System. The result is based on the fiscal year April 1, 2015 to March 31, 2016 and derived by dividing the number of Indigenous children in foster/kinship care who are placed with Indigenous families by the total number of Indigenous children in foster/kinship care placed during the period.

$$\% = \frac{\text{\# of Indigenous children in foster/kinship care placed with Indigenous families}}{\text{\# of total Indigenous children placed in foster/kinship care}} X100$$